



Case Study

College Chambers switches support
to Eloquent IT managed service



College Chambers is an established family and civil law set of barristers' chambers based in Southampton, providing professional legal services to clients for more than 30 years. The business has developed a supportive and encouraging working environment, with the ability to easily and quickly share legal knowledge and resources at the heart of its approach.

Eloquent were approached by College Chambers due to the difficulties with poor performance of old systems, frustrations with slow software, and concerns with no resilience meaning key staff potentially being unable to work.

A Private Cloud that delivers what's needed, when it's needed

Having been founded in 1989, College Chambers had, like the majority of legal sector businesses, quickly adopted an on-premise server solution for hosting and storage of files as the technological revolution swept through the end of the millennium. Over time, little had changed with their on-premise approach other than updates and improvements, which increased the useful life expectancy of the solution. This solution continued to deliver what was needed as the business grew.

However, this technical debt as it is known, was saving up problems for later. The intervention of the pandemic offered a moment to change direction and adopt an entirely new, modern and efficient solution requiring a significant investment to future proof the business.

Following a recommendation from Eloquent Technologies to meet the needs of the 60 users in the Chambers (9 Clerk's Assistants and 51 Barristers), the migration from the on-premise solution to Microsoft Office 365 hosted in a Private Cloud was carefully specified and planned.

Migration to the Eloquent Cloud was undertaken over a weekend to minimise disruption to the users, with any minor problems resolved on the Monday morning, when technical engineers were readily available to ensure a smooth transition.

The Eloquent Private Cloud environment utilises the fastest storage available with Citrix Workspace enabling users to access virtual desktops and hosted applications wherever they are in the world. Applications included Advanced Legal's MLC Software, used to help solve the billing and calendar inefficiency that had previously dogged the business.

The decision to move to a Private Cloud solution was made easier thanks to the advantages on offer over their existing on-premises solution. These critical business benefits include a fast flexible platform that's highly available and secure and predictable costs making budgeting simple. Data is backed up regularly and a tailored disaster recovery solution ensures they recover quickly, with minimal disruption should disaster strike, with added peace of mind delivered by the 24/7/365 maintenance that comes as standard.



IT support that instills confidence-not frustration

One significant reason for College Chambers seeking a new managed IT service provider was the poor technical support provided by the incumbent provider. Although no support is provided for hardware, the team at College Chambers benefit from 1st, 2nd and 3rd line support from the experienced Eloquent service desk.

The transfer of user support to the new help desk was planned carefully in advance and as with any major project, disruption was kept to a minimum, thanks to the vast legal sector experience and knowledge of the Eloquent team.

Support is delivered by the Eloquent service desk team, with any further issues handled by the team's network specialists and support engineers. The deployed solution is not expected to throw up many issues, but the help of an experienced team is close to hand.

When the users at College Chambers first log-on to their account, the system and applications they need are automatically delivered and ready within milliseconds for use via the speedy Citrix platform. The new Private Cloud-based solution which is deployed, managed and maintained by Eloquent, not only delivers all the applications each user needs to be productive wherever they work, but offers the peace of mind that ensures the business can deliver on its digital transformation ambitions.

"For a business with the heritage we have, delivering a first-class service to our clients is our focus and sometimes the decision to make major changes to our systems can be easily put off. The pandemic ironically gave us the downtime to consider our future path and make the changes we need to future proof our business. Eloquent specified and deployed an excellent tailored solution, hosted in their Private Cloud, which gives us the performance and scalability we need as we pursue an ambitious growth strategy."

J-P Schulz – Senior Clerk



Eloquent deployed and managed the following technical elements



citrix™

A Private Cloud Solution, built to your precise requirements. Over the last decade Eloquent have developed a large Private Cloud platform. Based on VMWare, super-fast NVMe storage and a high-speed network, we have the “best of breed” building blocks to create the perfect private cloud.

Veeam Backup for Microsoft Office 365 eliminates the risk of losing access and control over your Office 365 data, including Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams, so that your data is always protected and accessible.

Citrix is a hosted desktop service that takes your standard desktop and puts it into the cloud. This means fee earners can work from anywhere with no more associated hardware and maintenance costs.