



Case Study

Eloquent Technologies put the IT in
ambition for Davitt Jones Bould Law



What did Eloquent do to fix these struggles?

- Starting with a blank piece of paper and a complete understanding of the technical challenges faced by firms in the legal sector, the Eloquent engineers specified and designed a fully hosted server environment in the Eloquent Private Cloud.
- Eloquent set up Citrix Virtual Apps and Desktop to ensure employees achieve the same secure, high-definition experience across their operating systems and networks, regardless of where they work or what device they connect with. Many law firms (DJB included) have used Citrix that has been set up incorrectly and received a poor user experience. When it is set up properly it works extremely well and is an excellent solution.
- New firewalls were deployed to the existing network and Eloquent took responsibility for DJB's existing Software as a Service (SaaS) products, including Microsoft 365, Mimecast, AntiVirus and Remote Monitoring and Management (RMM).

Smooth change in service provider

As is often the case when replacing an under-performing incumbent service provider, very little support was received before and during the handover phase, which required the Eloquent technical teams to delve into many aspects of the existing solution, which had expected to be left untouched.

Issues were fixed as they were identified, such as the Wi-Fi, the domain hosting and registration, major server and backup issues, to name but a few. The transition to the Eloquent Private Cloud environment was smooth and hassle-free, with engineers on hand to clear any of the likely minor problems that can occur following a major migration.

Initially, it was decided the DJB internal IT team would be responsible for supporting all of the firm's more than 100 users. However, this changed early in the project planning stage, when it was decided it made more sense for the in-house team to focus on strategic projects to help move the business forward, while Eloquent also took responsibility for End User Compute (EUC) support services.

One important aspect of the Eloquent service was helping develop the skills of the internal team to help provide on-site support to the firm's VIP users, who typically work in a high-pressure environment where an immediate hands-on fix is often required.



Davitt Jones Bould (DJB) is a specialist real estate law firm that deals with commercial property, property litigation, property finance, and other matters relating to the sector. It has offices in Birmingham, London and Manchester, with Operations and Administrative functions predominantly based in its Taunton office.

The firm leverages the unrivaled experience of its people to advise on often complex and high-profile matters, working on landmark buildings across the UK and beyond. This approach ensures DJB is the 'go-to' firm for commercial property owners and other law firms seeking specialist support.

DJB'S struggles before working with Eloquent

DJB approached Eloquent Technologies in December 2020, as they were expressing serious reservations with their current service provider. They were struggling with performance issues, slow system and application outages that affected their billing, and day to day work tasks.

The existing IT environment combined digital workspace and networking technologies to provide access to applications and files needed day-to-day by the legal practitioners.

With an aging on-premises server this solution was not really fit for purpose any longer after years of trying to fix issues by using short-term solutions. The firm's management team had decided to address this technical debt and to specify a complete replacement without inheriting any of the previous bad habits or problems.

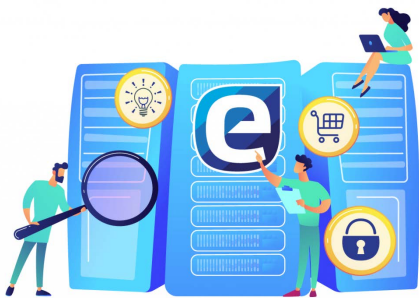
"Unusually for a law firm, we have embraced the working from home model, for more than 15 years. The transition required by most firms during the pandemic caused widespread disruption, but had little impact on our activities and allowed us the time to make decisions that would drive our business forward, while others merely coped. Working with Eloquent and switching to their highly available, secure Private Cloud solution has not only improved the experience for all our users, fee-earners and support team alike, but instilled a renewed confidence in our work from anywhere, any time with any device approach that has delivered so much success for DJB."

Mark McCormack – Head of Operations



Eloquent deployed and managed the following technical elements

citrix™



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.

IT resilience services include disaster recovery; our experts have years of experience customising disaster recovery plans to each organisations individual requirements and we reduce data loss using Recovery Point Objectives (RPOs). RPOs are set to minimise the amount of data lost when disaster recovery is implemented. These can be customised to provide the right type of protection for single workloads or entire application stacks.

Service Desk: DJB'S always on hand IT service desk support team; providing proactive IT support whenever it is required.