



ROPERS, MAJESKI, KOHN AND BENTLEY WIN THE CASE FOR TIME AND MONEY SAVINGS WITH KACE™



KBOX™ helps law firm gain accurate asset inventory, frees management time for strategic initiatives

BACKGROUND

Established in 1950, Ropers, Majeski, Kohn & Bentley is a full service law firm with more than 125 attorneys working from four offices in California and one in New York offering litigation and transactional services to domestic and international businesses and individuals. The firm has a centralized IT support organization led by IT Director Patti Bentley who oversees a staff of six who manage all hardware, software and IT infrastructure for the firm. Ropers relied on several different products to manage its systems for software development, Microsoft critical patches, help desk and inventory. Bentley wanted to consolidate management with one solution.

“With KBOX, we can monitor for games people download and other software we don’t want people using for security reasons. And we can make sure deployments are rolled out properly. License compliance is easy now.”

— Patti Bentley, IT Director, Ropers, Majeski, Kohn & Bentley

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— Patti Bentley, IT Director, Ropers, Majeski, Kohn & Bentley

CHALLENGE

Desire for a single centralized systems management tool

Bentley’s support team had long ago upgraded their capabilities beyond manually updating servers and desktops in all of the firm’s offices. A good part of the desktop upkeep and maintenance work was automated. Bentley was frustrated by having to use many tools for the job. She managed a wide range of IT tasks with different software solutions, from inventory and license management to software deployment and pushing out patches. She wanted one product that could do everything and a solution her team could run without her assistance.

“I wanted everyone to be able to do it,” Bentley said. “What I was primarily looking for was a software deployment and help desk inventory product. We were using several different products and I wanted one to do it all.”

Too much time required to learn and maintain multiple point solutions

Ropers’ IT environment would be familiar to most other mid-sized legal firms. Bentley had standardized on Microsoft Windows Server 2003 for her 50+ servers and on Windows XP for the firm’s 250 desktops. In addition, her team supported Citrix for remote access to the network, as well as Office 2000, Exchange 2003, Hummingbird Docs Open DMS, the Thompson Elite accounting program (popular with legal firms), Interface Interaction CRM, among others.

“I try to keep the maintenance of the environment as simple as possible,” Bentley said. “It’s not easy when we have to learn and maintain so many different products.”

KACE TIME: RMKB

DEPLOYMENT

One day

TRAINING

8 hour Web-based training

TIME AND MONEY SAVINGS

- KBOX frees significant time for IT director
- Advanced tasks can be completed by junior administrators
- Significant time saved with auto-inventory
- No time spent on system maintenance

SOLUTION

KBOX a referral from legal technology networking organization

The decision to investigate the KBOX from KACE came after a colleague at another law firm posted information to a trade association mailing list. Bentley belongs to the International Legal Technology Association (ILTA) and is a regular participant. It is a peer networking organization, providing information resources (online, print and events) to make technology work for the legal profession.

“We were having a discussion regarding software deployment and inventory. Another IT manager said to check out this new product that is an appliance and is doing it all in one box,” Bentley recalled. “It was the KBOX.”

KBOX is comprehensive and easy-to-use

Up to that point, Bentley was looking at another vendor's solution that had all the components and was about to purchase that software solution. Once she saw the KBOX and how easy it would be to maintain, she was onboard. "For all of these different problems we had products that sort of worked," Bentley said. "We had a help desk that could inventory hardware, but it didn't pick up changes in software so that wasn't any good. We had another product that would work with policies, but you had to create a package to deploy it and the vendor no longer supported it."

KACE responds quickly with demonstration

When she contacted KACE, Bentley said the company responded quickly with a demo of the KBOX appliance. "I just called them up, and the next thing I knew we were using the KBOX," she said. "They were very responsive." Before the final purchase decision on the KBOX, Bentley and her team considered options from other vendors. But none could do everything they received in the KBOX, she said. They liked the way another product packaged software for rollouts, but it only offered deployment, Bentley said. Another product came up short on features.

Immediate return on investment

With the KBOX up and running, Bentley said she saw an immediate return on investment in two ways. First, she freed up her own time to focus more on strategic issues at the firm. She delegated the software deployment tasks to two of her colleagues, a job she used to have to perform on her own. Second, Ropers had a current inventory of all software and hardware on the network for the first time ever. "I had been trying to put that together for years," Bentley said. "We always had a basic hardware and software inventory we kept current manually in Microsoft Access. Now with the KBOX we have a complete inventory in real-time for each PC. We can monitor for games people download and other software we don't want people using for security reasons. And we can make sure deployments rolled out properly." License compliance is easy now, she said.

KBOX saves a week in a Windows Server Update Services upgrades

She has seen other benefits as well. She has freed up a server that used to be dedicated just to patch management for Microsoft Windows, Bentley said. Now the KBOX manages the download automatically no matter how often the patches come out. The network administrator has the control to easily prepare and deploy the patches once they have been tested in our environment. Her team saved a week's worth of time that they would have spent preparing, installing, configuring and testing the upgrade to the new Windows Server Update Services (WSUS).

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KBOX saves time on installation and maintenance

Finally, Bentley said the appliance approach of the KBOX has many advantages. "There is virtually no maintenance on our part," she said. "Installation was practically non-existent. Normally you have to buy a server, buy an OS, set all that up, configure the software, maintain it, back it up, and none of that is an issue with the KBOX."

Bentley said she would recommend the KBOX to her colleagues in the legal industry. KACE listened to the issues her team wanted the product to address and some of those suggestions made it into the next revision, she said. KACE listens to its customers and she has confidence that the KBOX will continue to grow to meet her needs.

"It's a developing product that has all of the pieces you need to maintain inventory and keep desktops current with patches and compliant with licensing," she said. "It's just a nice product."

SAVE TIME AND MONEY WITH KBOX SYSTEMS MANAGEMENT APPLIANCE

Faster System Evaluation and Justification

- Straightforward demonstration readily provided

Accelerated System Test and Acquisition

- No requirement for additional hardware and software

Streamlined Deployment and Testing

- Operational in hours vs. weeks for software alternatives
- Onsite, web-based training

Immediate ROI

- KBOX frees significant time for IT director
- Advanced tasks can be completed by junior administrators
- One week saved in Windows Server Update Services upgrade
- Significant time saved with auto-inventory
- No time spent on system maintenance



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