

A Case Study:

Neos & Gillespie Young Watson (GYW) Lawyers

Gillespie Young Watson (GYW) Lawyers provide a bespoke legal service tailored to the requirements of their private clients across commercial law, property law, trusts, wills and estates. With three offices spread across Wellington, Lower Hutt and Upper Hutt, GYW's ethos is built on providing quality legal service to their private clients. Having up to date technology is critical to their day-to-day business.

For many years GYW had been working with an independent IT provider. However, when that provider was acquired by Neos Systems, after meeting with Neos Systems and hearing what they could bring to the table, GYW were more than happy to commence a working relationship.

"Going from working with a person who was a sole trader and then finding ourselves in a situation where we had an account manager and entire support team was quite significant for us and it got us thinking about how we could improve certain elements of our business." – GYW Practice Manager, Deborah Hislop



THE OPPORTUNITIES

In consultation with GYW, Neos enhanced GYW's systems by improving remote access options to ensure that robust systems were in place to deal with disaster recovery which had benefits during the lockdown.

In addition to this, Neos assisted with implementing cloud data solutions. As a firm looking to grow, a tailored solution was implemented to further improve productivity.

THE SOLUTION AND PROJECT EXECUTION

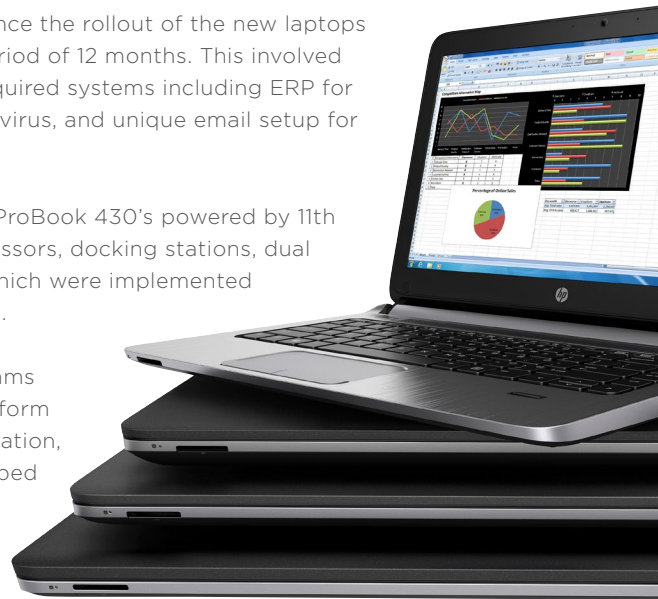
Knowing they needed to transform their IT strategy, GYW Practice Manager, Deborah Hislop engaged with Neos Systems to develop a plan of attack to standardise their device strategy, and also implement a solution that would facilitate more efficient workflows for staff regardless of whether they were working from home or any one of their three office locations.

After a discovery phase that involved identifying GYW's key requirements, Neos developed a solution that would involve the implementation of a new server, as well as the rollout of HP ProBook 430's powered by 11th Gen Intel® Core™ i5 and i7 processors.

First port of call was to commence the rollout of the new laptops which was completed over a period of 12 months. This involved configuring the devices with required systems including ERP for their workflows, Office 365, antivirus, and unique email setup for specific employees.

The device rollout included HP ProBook 430's powered by 11th Gen Intel® Core™ i5 and i7 processors, docking stations, dual screen monitors, and mice which were implemented across the three office locations.

In addition to this, Microsoft Teams was adopted as the default platform for communication and collaboration, and the Neos Systems team helped with the transition and change management to the new platform.



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THE BUSINESS OUTCOMES

Thanks to the device rollout and implementation of Office 365, efficiencies have been significantly better, and the procurement process is streamlined and efficient.

"We needed a new approach to our device strategy. The procurement process is now quick and streamlined, and the devices are ready to work out of the box which is fantastic for our staff." - GYW Practice Manager, Deborah Hislop

As noted, the technology and systems improvements enabled GYW's staff to easily and effectively work from home during the COVID-19 enforced lockdown in 2020.

"Our whole team can easily work from home or another office if necessary. The terminal server, docking stations, main server, it's all taken care of by Neos Systems." - GYW Practice Manager, Deborah Hislop.

As beneficial and transformative as the processes and systems have been for GYW Practice Manager, Deborah Hislop advises that it's the level of ongoing support and availability that Neos Systems offer that truly makes them indispensable.

"We have a range of support people that we know, who can quickly fix any issues remotely and they're very much aware of our unique issues. We have some quite complex systems across our CRM and other bespoke add-ons and whatnot, and any issues that we have, we go straight to Neos Systems and they escalate the issue immediately."



"The team is incredibly respectful, very informative, knowledgeable, and we really appreciate their support."

"We're at a point where we have so much work that we have to turn some away, and we wouldn't be in this position without our robust systems or if we were still dealing with computer issues and the like. They've been instrumental in getting us to this point." - GYW Practice Manager, Deborah Hislop.

Looking for an IT solution that will help you achieve better business outcomes?
Have a chat with our team to discuss your needs.

