



Cloud or Not?

Whatever – just do it right




Survey & Opinion

- **Law Firms**
 - Howells
 - Lees
 - Pickering & Butters
- **Hosting Companies**
 - e-know.net
 - Onyx
 - ConvergeIT/Smart Legal
- **PMS/CMS Vendors**
 - SOS
 - » VP
 - » Connect
 - DPS
- **Contractual**
 - Chris Moss - JMW



Top Reasons – Why Hosted IT

- **Optimise BC/DR/Risk**
 - Compliance
 - Common Sense
- **Data Security**
 - Physical
 - Spam
- **One stop shop**
 - Infrastructure
 - Support
- **Staffing Challenges**
 - Skills, numbers
 - Sickness, turnover
- **Scalability**
- **SaaS pricing**
 - No capital/Flexible
- **Focus on Added Value**
 - Workflow, MI
 - Client interface
- **Reduce management time**
 - Worry
- **Cost reduction**
 - Environment
 - Communications
 - Servers
 - Staff



Vendor Strengths Required

- **Experience & Track Record**
 - Legal apps and clients
 - Multiple add on apps
- **Financials**
- **Compliant & Quality**
 - UK
 - ISO 27001
 - ISO 9001
- **Demonstration & Proof**
 - Pen Tests
 - DR Tests
 - Recovery evidence
 - Third Party Working
- **First call help desk**
 - SLAs & responsibility
 - Self & 3rd party
- **Flexibility**
- **Responsiveness**
- **Can Do Culture**
- **Rapport**
- **Mobile device experience**

PROFESSIONAL
CHOICE
CONSULTANCY

Contractual & Commercial Issues

- **Support Handling**
 - Times
 - Out of hours options
 - SLAs
 - One stop shop
 - Ownership
- **Performance**
 - Fix not £s
 - Cancellation options
- **Circumstance Change**
 - Opt out
 - Renegotiation options
 - Recovery if fails
- **Concurrency**
- **Minimum numbers**
- **Data storage**
 - Expandability
 - Cost
 - Options
- **Additional applications**
- **Responsibilities**
 - Clear definition
 - Local, vendor, other
- **SRA needs**
- **Data ownership and access**
- **One stop shop vendor**

PROFESSIONAL
CHOICE
CONSULTANCY

Implementation & Operation

- **Third Party Collaboration**
 - Host
 - Communications
 - Software vendors
- **Project Managers**
 - Plan
 - Change Control
- **Local v Supplier**
- **Testing & Proving**
 - Acceptance criteria
- **Handling internal IT team**
- **User buy in**
 - Support
 - Training
 - Hand holding
- **Escalation Process**

PROFESSIONAL
CHOICE
CONSULTANCY

Cloud or Not?

Whatever – just do it right

PROFESSIONAL
CHOICE
CONSULTANCY
