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DONNA EDMONDS,
Director of Client Services
Picard Kentz & Rowe LLP

GROWING LAW FIRM TURNS TO eGUARD TECH TO STABILIZE AND ENHANCE ITS NETWORK INFRASTRUCTURE AND SECURITY

As an international law firm based in Washington, DC, **Picard Kentz & Rowe (PKR)** specializes in working with clients mainly in the global trade arena. Therefore, since the firm works with international clients whose needs are confidential and sensitive in nature, it was imperative they implement a fully engaged and cohesive network environment, which included the highest level of security and backup/disaster recovery (BDR) measures. Enter eGuard Technology Services, which for the last 18 months, has been working with PKR to establish a fully loaded selection of outsourced IT support. This was especially important as the firm has increased and grown in both its employee and client base throughout the last couple of years.

SETTING DOWN ROOTS

Since opening its doors in 2009, PKR currently employs 12 attorneys plus an expanded support staff—all of whom previously worked at large international law firms. That being said, they were naturally accustomed to a certain level of operations, which includes IT. They also wanted to extend this service level to their clients, many of whom are often located in remote, international areas. Donna Edmonds, who is PKR’s Director of Client Services, was charged with spearheading the opening of the new office, from the ground up. As a result, her main task was to find new office space, and all of the components that go along with that—one of which was IT services.

When the firm first opened, it employed about half the amount of attorneys it has now, and they were just getting everything up to speed. Edmonds said during those early years she asked someone to help with IT matters “on the side,” which worked out ok for a little while. However, since this person was also working full-time at another job, it often proved challenging in emergency situations, or when there was an immediate need. It was then that Edmonds decided she needed to find an IT company that could provide services on a regular basis.

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KHALED FARHANG,
Founder/CEO
eGuard Technology Services



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FINDING THE PERFECT MATCH

Edmonds admits that the search for an outsourced IT company proved to take longer than she had anticipated. Having gone through several different companies over the last few years, about 18 months ago, Edmonds connected with Khaled Farhang and his team at eGuard Technology Services. “When eGuard started working with us, it was from the ground up. We met with them, and discussed our needs, and they were candid about what we needed to do,” Edmonds said. “I was very comfortable with just letting Khaled and his team do their thing, so that I could spend most of my time running the office.”

Since the relationship began, eGuard has provided PKR with a new network infrastructure that included a new server, firewall and backup and BDR set up all of the firm’s new printers, and made sure every employee had a laptop or desktop that featured consistent programs. Previously, according to Edmonds, different employees were running all types of operating systems on their PCs...some as outdated as Windows Vista. eGuard also helped to ensure that all employees are now running a consistent computing platform on their PCs and mobile devices. “We have helped PKR develop a stable secure, reliable network environment, and implemented best-practice policies and procedures, which has therefore allowed them to grow and operate a global trade practice,” said Khaled Farhang, Founder/CEO, eGuard Technology Services.



MOVING ONWARD AND UPWARD

Aside from the day-to-day services that eGuard has provided PKR, the law firm recently added another project to its list—moving their entire office. While some might think this isn’t a big deal, it’s really much more complicated than one might think. Edmonds said that eGuard also assisted PKR with this, even before the move started. “We didn’t realize how much work it would be to move,” she said. “eGuard came by and helped (even before the actual move) by checking the space where everything would be moved to. They were very instrumental in making sure the transition worked well from all ends, such as the phones, even when that wasn’t their specific responsibility...they did a great job in helping us with the transition during our move.”

Edmonds also noted that eGuard recently worked with her on redesigning and launching PKR’s Web site, which was in need of an update and refresh from its basic WordPress format. The site was also in need of SEO and other Web management components, which eGuard assisted with, and now maintains and manages.

Overall, the attorneys and employees at PKR are more than satisfied with the relationship they have had with eGuard, which according to Edmonds has literally been stress-free. “I no longer have to wait for the next ball to drop, wondering when something is going to be fixed,” she added. “A lot of companies claim to have the best customer service and look out for the best interests of their clients, but eGuard goes beyond that—they take a genuine interest in the IT success of your company.”

