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TECHNOLOGIES GROUP

Case Study

Clerksroom make the
case for Private Cloud

Clerksroom, founded in 2001, is a leading provider of legal representation, advice and mediation services throughout England & Wales, with the aspiration to be the 'go-to chambers' for solicitors and legal professionals requiring the expertise of barristers.

The business is focused on combining talented people and technology to deliver excellence in everything it does. Blending the traditional chambers model and the Bar's unique independence with great client care and innovative use of IT, has seen Clerksroom grow to more than 25 staff, supporting more than 200 barristers.

clerksroom

Support within easy reach

The user's Office 365 data is backed up using VEEAM technology to ensure added peace of mind. In their daily activities, the Clerksroom team remains productive and effective, thanks to 1st, 2nd and 3rd line service desk support from the Eloquent Service Desk team, on hand via phone, email or portal to drop on remotely and resolve issues as they arise.

Our experienced service desk team deliver support for a wide range of technologies from all the leading vendors and when necessary, will learn new third-party technologies to provide a comprehensive wrap-around service for our clients.

We continue to ensure our service desk teams continuously increase their knowledge and skills with best practices, technical tools, service management processes and training on new technologies, which means our clients don't have to.

Implementation of the new platform was completed with no downtime and no negative impact on users during the transition, which is the foundation of the successful delivery of an Eloquent solution.

Hosting and support for innovation

Key to the success of any Chambers is the ability to maximise barrister and clerk efficiency by streamlining all necessary processes, whilst monitoring real-time progress with accurate data, available in the office, at Court or on the go.

Clerksroom, recognising the weaknesses in the existing crop of off the shelf products, designed and built its own offering, Chambers 365, which it launched in 2019 to critical acclaim. This innovative application, designed by barristers and clerks for use by barristers and clerks, allows lawyers to work more efficiently whilst on the move.

The software is fully integrated into all Office 365 products delivering all the required information directly to a user's Outlook app, including email, calendar, task list and contacts. Importantly, administrators can manage unlimited numbers of diaries or groups of diaries.

The application is hosted in the Eloquent Technologies Private Cloud, utilising the latest Pure Storage SAN, which ensures latency is kept to a minimum to enhance the user experience, accessed via the latest Citrix Cloud deployment technology.

The Cloud sits in a highly secure Tier 3+ data centre in central London, which features 24/7/365 manned security, CCTV and biometric access control.

Data is replicated (dual active active) in almost near-time to a second Tier 3+ data centre, remote from the first, which ensures a continual backup of data, with the ability for an almost immediate full restore in the event of a disaster striking the first centre or the Cloud hosted within.

The disaster recovery solution is provided and managed by Eloquent, based on the principle of continuous data protection (CDP), which combines disaster recovery and data protection into a single, simple cloud data management and protection solution. Also, regular tests to simulate a disaster and restore, ensure success following a real-world critical event.

With security to the fore, given the growing cyber-crime challenge, the Eloquent Private Cloud takes responsibility for the Firewall, with up to Layer 7 infrastructure protection and network security to ensure Clerksroom and their people operate in the most secure environment possible.

"I suppose we're a disruptive business. We did not like the market-leading solution, its features or the clunky way it worked, so rather than put up with it, we developed our own, shaped by the real-world experience of clerks and barristers. Eloquent were integral to the process and ensuring our users have a highly available and resilient platform on which they can access our Chambers 365 application. They understand our business and our unique needs and knowing that experience and expertise is on hand, reduces the potential stress associated with outsourcing support to a managed service provider such as Eloquent."

Stephen Ward
Managing Director, Clerksroom

Eloquent deployed and managed the following technical elements

As a partner of Microsoft 365, we offer the best solution for email, teams and security. Paired with Veeam to back up data, Office 365 backup protects Clerksroom from accidental deletion, security threats and policy gaps.

Mimecast is our email threat detection software to prevent potential breaches of data sent by threat actors. Clerksroom use Mimecast allowing for peace of mind when sending and receiving emails.

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.