

Co-sourced IT support drives business growth for law firm Dutton Gregory



99% Client Satisfaction

Five Sites Supported

40% Reduction in Incidents

OVERVIEW

Dutton Gregory is one of the south of England's leading law firms, with a reputation for delivering the highest standards of client-focused service.

Dutton Gregory chose QuoStar to support day-to-day IT operations, and provide expert advice to drive business growth through digital transformation.

CHALLENGE

Dutton Gregory wanted to improve the quality of IT underpinning client services and the employee experience with a view to delivering growth for the company.

In order to realise its goals, it was essential to reposition IT from being an internal service provider to a strategic tool for business growth.

SOLUTION

Dutton Gregory selected seven QuoStar offerings to support its requirements:

- Fully managed Service Desk
- Full infrastructure management
- Consultancy, planning & implementation
- Microsoft Teams deployment & adoption
- Azure Virtual Desktop Infrastructure
- Landing Zone Migration to Azure
- SharePoint Business change & adoption consultancy



Dutton Gregory has a specific growth strategy and we recognise that technology will play a major part in that growth. Our goal is to give our clients the best experience we can and to give our staff all the right tools to maintain the first-class service that they already provide, and into the future.

We took our time to choose the right IT company to partner with, and we believe that QuoStar's values and culture align with our own. We are very excited to be working with QuoStar and hope to enjoy a long and successful relationship with the company.

Thomas Williams, IT Infrastructure Engineer

Outcome Assured™

Boosting in-house capacity and expertise

QuoStar provides ongoing co-sourced IT support, managing security, availability and performance for Dutton Gregory's IT systems and delivering second and third-line support across its five sites. QuoStar also manages its Microsoft Azure cloud environment on a day-to-day basis – adding capacity and expertise to the in-house IT team.

Transformational growth

QuoStar worked hand-in-hand with Dutton Gregory IT Director, Carol Nelthorpe-Cowne, to devise a bespoke Transformational Roadmap for the company. We identified opportunities for IT and user experience improvements whilst evaluating and mitigating business risk. The focus throughout has been on working to best practice standards to ensure all Dutton Gregory's investments deliver a measurable business return.

Additional projects

Dutton Gregory was so impressed with QuoStar's results-focused approach that it asked for help with several additional transformation projects, to enhance operations and client service delivery. These included the rollout of a hosted telephony system to enhance communications, support collaboration, and enable flexible working, including Microsoft Teams integration.

