



# Case Study: Simeous Property Law

*When a trusted Legal Services firm, discovered that their IT Infrastructure was not facilitating their business, Freestyle IT found the right solution*

## About Simeous Property Law

A specialist in the legal complexities of moving home, Simeous are based in Farnborough and have been delivering a transparent, convenient and user-friendly service, across South East England, since 2014.

Their Service Pledge demands that the IT, which they have in place, supports their customer commitments, as well as their business objectives. Simeous share the Freestyle IT commitment to prioritising service and need to manage and store data, so that it's at their fingertips, to inform key decisions.

## The Challenge

The Freestyle IT approach always begins with dialogue, allowing us to develop the right solution.

To gain a greater understanding of the pain points, which Simeous were experiencing, we met with them and talked through their issues and objectives. This gave us a real understanding of how the firm was being affected, in the areas where they were being let down, by their current IT infrastructure.

**Key challenges were, their cloud based Case Management System (CSM), which wasn't delivering and the inconsistent internet connectivity, which they were experiencing.**

*IT needs to aid Simeous' ability to respond quickly, ensuring that they can deliver the best outcomes for their clients, case by case*

## The Solution

Once we had a good understanding of the current situation, we could able to focus on finding the best solution, enabling Simeous to:

**Maximise ROI from their IT spend and minimise the daily disruptions, to the smooth running of the firm.**

Whilst we work with many clients to move them into the Cloud, it became apparent that a cloud based approach was disrupting the business, mainly due to poor connectivity. With an immediate transformation required, we made the decision to move the Case Management System back in-house.

We designed and installed a bespoke infrastructure, which was a much better fit, to deliver for Simeous every day. The connectivity was suitable for sending and receiving email (using Outlook as part of the Office 365 Suite), so it was decided a hybrid solution, would work best and Exchange Online would reduce on premise infrastructure costs. This futureproof solution was in line with Simeous' aspirations going forward, by being configurable to meet the demands of the business as they grow.

**The solution which Freestyle IT delivered also encompassed:**

**A new Firewall** – adding increased security and protection by preventing unauthorised access to their Network

**A new Server Infrastructure**

**A new Backup Solution** – Veeam Backup and Replication

A recovery plan is now in place, developed by us, ensuring peace of mind, should the Server suffer hardware failure.



## Freestyle Services and ongoing Support

With Freestyle IT's ongoing IT Support, Simeous can call our **friendly Helpdesk**, or contact us via our **Support Hub** whenever an IT issue gets in the way of business.

They have the advantage of our **24/7 Proactive Monitoring**, meaning we can identify and resolve system issues, before they have an impact.

Regular Strategic Reviews allow us to meet with Simeous and provide ongoing support, as their trusted IT Partner.

*“By undertaking a complete review of our IT infrastructure, Freestyle IT could advise us on the best IT Solutions, to drive our business objectives forward. The new setup has provided us with room for expansion, enabled remote working and has aligned us to the security requirements set by industry governing bodies. Our IT is now supported by their responsive and pro-active Helpdesk which ensures that we can focus on our core business. Overall the team at Freestyle IT have been great and I would highly recommend them.”*

**Tom Ingleton, Simeous Property Law**