



# Law Firm on the Move: Felker Toczek Suddleson Abramson LLP

## Background

The law firm of Felker Toczek Suddleson Abramson had been leasing office space in the same spot for more than 20 years. Their lease was coming to an end, and they felt ready to move to a newer office building in a better location that would characterize the firm's position as a leader representing clients in the entertainment industry.

The firm does not employ in-house technology personnel, instead relying on the deep resources and vast expertise at Innovative Computing Systems as IT issues arise. They have worked with Innovative for more than 14 years on technology issues including technical assistance across the full spectrum of business requirements (security, help desk, software selection, networking and more), business continuity (data storage and backup), a full migration to the Innovative Cloud Solution powered by AWS and this office move.

## The Solution

The law firm technology experts at Innovative were involved with Felker Toczek Suddleson Abramson's move from the early planning stages. Starting with a planning meeting about 90 days before the move, Innovative coordinated with the firm, the architect, the wiring contractors, the move supervisor and other players. During this meeting, discussions began regarding such infrastructure requirements as space needed for servers and workstations, placement of networking cables, placement of electrical cables and outlets, access, security and other considerations.

The Innovative team continued to meet regularly during build-out of the new space to ensure that technology needs were being addressed properly and to troubleshoot any issues that arose along the way.

## Client

Felker Toczek Suddleson Abramson LLP

## Challenge

The law firm of Felker Toczek Suddleson Abramson was ready to upgrade office space but needed an expert to help them plan and implement technology systems in the new space.

## Solution

Innovative Computing Systems stepped in early to plan for the firm's new workspace, ensuring that a finished product would be ready for business. They effectively worked behind the scenes, reviewed the technology requirements and coordinated timelines, and when the critical hour came Monday morning after the move, Innovative confirmed that each workspace and user was up and running properly.

## Results

The professionals at Felker Toczek Suddleson Abramson were able to close their doors on a Friday at their old office space and reopen on Monday in their new space seamlessly, without missing a single client interaction.

Less than three weeks before the move, the law firm made a potentially disastrous discovery: their phone and internet provider had dropped them, claiming the provider could not deliver connections to the building despite a signed contract and earlier promises. Even though this was just prior to the July 4th weekend, the Innovative team was able to find different providers at the 11th hour, which enabled the firm to open – fully operational – on Monday morning as planned.

### Lessons Learned

An office move is a good time to do a full assessment of a law firm's technology needs and then take the time to make updates and upgrades. For instance, an older office may not meet today's level of security standards, including both physical security like access control and cameras and technical security like firewalls and two-factor authentication. A move is an opening to invest in the physical security products, firewall tools and other modern security processes that today's clients expect and increasingly require.

A move is also an opportunity to be forward-looking with your technology and prepare for what the future might hold. A reliable technology expert can help law firms research upcoming trends and tools, prepare a plan to help them migrate to the latest technology and then support those investments into the future. For instance, Felker Toczek Suddleson Abramson took the opportunity their office relocation presented and used it as the impetus to migrate more of their data storage to the cloud, which reduced their need for office space to house servers (moreover, the cost of servers and their maintenance) and enhanced their data security practices.

Law firms should involve their team of outside experts and consultants as soon as a move is on the horizon. Technology experts like Innovative can help assess space, equipment and service needs, sort through potential complications and develop a plan to make the move the least disruptive as possible, thereby ensuring client needs are satisfied.

### About Innovative Computing Systems, Inc.

Innovative Computing Systems, Inc., has primarily focused on the technology needs of law firms since 1989, and those skill sets have been sought out by entities such as municipalities, corporate environments and professional services organizations. Innovative Computing Systems takes a best-of-breed approach to all its offerings. Innovative Computing Systems selects only premier technology partners to provide solutions to its clients and is committed to maintaining long-term strategic relationships with them to ensure the highest levels of success, both in productivity and with IT initiatives proper. Learn more by visiting [www.innovativecomp.com](http://www.innovativecomp.com).