CASE STUDY

Grotta Glassman & Hoffman, P.C.
Law Firm Makes a Case for Software-as-a-Service

Grotta, Glassman & Hoffman, P.C. (GG&H) is one of the oldest and largest boutique law firms in the United States engaged exclusively in the practice of labor and employment law. The firm's 70 full-time attorneys represent management in all areas of labor relations law, employment law, employee benefits and immigration law. The firm has offices in New Jersey, New York, California and Nevada.

THE CHALLENGE: SUPPORT EXPANSION WHILE MINIMIZING IT COSTS

For four decades, the attorneys at GG&H have been recognized as leaders in the practice of labor and employment law. To meet the needs of the firm's clients, GG&H opened several new offices across the United States. With this geographic expansion, it became more challenging to maintain the IT infrastructure from the firm's headquarters in New Jersey. "We couldn't provide each office with IT staff due to the cost, so demands on my team's time were growing exponentially," explained Roger Schechter, the firm's director of technology.

The IT team in Roseland, New Jersey, needed fast and cost-effective technologies to enable remote access to workstations and provide remote technical support to employees in California, Nevada and New York. Furthermore, with more employees communicating with distant clients, the firm needed an easy-to-use technology for online seminars. To avoid the need for on-site IT staff at the remote offices, these solutions needed to be simple to deploy and easy to maintain. Above all, they needed to provide top-notch security to protect highly sensitive client information. "Client confidentiality is paramount. If a product doesn't have high security, I can't use it," said Schechter.

IMPLEMENTING CITRIX MANAGED SERVICES

GG&H now utilizes the complete family of managed online services offered by Citrix® for on-demand access, support, and meetings. Citrix® GoToMyPC® Corporate enables staff and administrative directors to securely access their office desktops and servers from home or away from the office. Citrix® GoToAssist™ provides the IT team with a fast, easy and secure way to deliver remote support services to distant employees. Citrix® GoToMeeting™ Corporate lets attorneys at the firm easily deliver online seminars to clients across the United States.

"Citrix managed services lower our overhead because there's no maintenance."

ROGER SCHECHTER

DIRECTOR OF TECHNOLOGY,
GROTTA GLASSMAN & HOFFMAN

Key Benefits

- Provides faster service and information to clients

- Reduces IT overhead through efficient managed services

- Improves employee productivity with flexible access

- Increases data security

Additional Benefits
- Supports geographic expansion with small IT staff

- Lowers support costs through remote-support service

- Improves client satisfaction through online seminars

CITRIX® | online

"We chose GoToMyPC Corporate, GoToAssist and GoToMeeting Corporate because they offered the simplicity, flexibility and security we require," said Schechter.

CITRIX GOTOMYPC CORPORATE: SIMPLE, RELIABLE AND SECURE REMOTE ACCESS

Through GoToMyPC Corporate, employees access information from anywhere, enabling greater productivity and providing clients with faster and more accurate service. In addition, Schechter reins in IT costs by using GoToMyPC Corporate to access and maintain the firm's servers. "GoToMyPC Corporate is simply awesome because it facilitates working from anywhere," said Schechter.

Employees use GoToMyPC Corporate from any Internet browser or wireless device. Schechter relies on the GoToMyPC Corporate PocketView™ feature to check server status with his Web-enabled smartphone. "When a computer is not available—if I'm in a restaurant, a car, or walking in a parking lot—I use GoToMyPC Corporate from my Treo smartphone," he said. "PocketView adds a whole new level of benefit to GoToMyPC Corporate."

Security and reliability are imperative for law firms, and GoToMyPC Corporate offers the highest levels of security. "I have complete confidence in the security of GoToMyPC Corporate. It has more security built in to it than the alternatives, and it gives me far better confidence that our desktops cannot be compromised," said Schechter.

CITRIX GOTOASSIST: FAST TECH SUPPORT SERVICES FOR DISTANT STAFF

With the firm expanding beyond its headquarters, Schechter could no longer simply walk across the office to assist employees with technical issues. Now when distant GG&H attorneys and staff require support, Schechter and his team are ready with Citrix GoToAssist. GoToAssist enables the team to remotely view and control a desktop to rapidly resolve problems in minutes rather than hours. "GoToAssist is a lifesaver. Employees are a lot happier because they get a much quicker response," said Schechter.

Helping employees become productive quickly reduces IT support costs and improves client service. "With GoToAssist we save thousands of dollars in on-site IT support visits and travel costs," said Schechter. In addition, the hosted service has proven highly reliable. "The most important thing is that it works all the time. GoToAssist is very, very reliable."

GOTOMEETING CORPORATE: POWERFUL, COST-EFFECTIVE ONLINE SEMINARS

Through GoToMeeting Corporate, GG&H regularly conducts online seminars for clients, HR managers and prospective clients on topical issues related to employment law. "Part of increasing client satisfaction is to keep them abreast of changes in the law and new developments," said Schechter. "GoToMeeting Corporate makes it so easy for us to present seminars that reach a nationwide audience."

The service's All You Can Meet™ licensing model offers predictable, flat-rate pricing. Now the firm easily conducts seminars on timely subjects while keeping the cost of seminar attendance reasonable.

BIG LEAGUE RESULTS AND SECURITY THROUGH SOFTWARE-AS-A-SERVICE

The Citrix subscription-based services give Schechter's small department the power to deliver services comparable to those of a large IT team while keeping the budget in check. "Citrix managed services lower our overhead and reduce cost of ownership because there's no maintenance," he said. The centralized administration console and robust reporting allow IT to quickly deploy and manage the solutions.

Security is always Schechter's primary concern. "Our servers contain client information and communications between an attorney and client that must remain confidential," he said. The Citrix products provide state-of-the-art security features including 128-bit end-to-end Advanced Encryption Standard (AES) encryption to ensure that the session data is completely secure. "The reputation of Citrix gives people confidence— nobody hesitates about security."

An attorney himself, Schechter speaks regularly to industry groups about technology issues facing law firms. "My articles and speaking engagements result in a lot of people contacting me for IT thoughts. I always mention Citrix products."

About Citrix Online: Citrix Online, a division of Citrix Systems, Inc. (Nasdaq: CTXS), offers the leading Web-based access, support and collaboration software and services. The division offers Citrix® GoToMyPC®, the easiest-to-use solution for remote, secure and managed desktop PC access over the Web; Citrix® GoToAssist™, the industry-leading remote-support solution; and Citrix® GoToMeeting™, the easiest, most secure and cost-effective solution for conducting online meetings. The division is based in Santa Barbara, California, and is on the Web at www.gotomypc.com, www.gotoassist.com, www.gotomeeting.com and www.citrix.com.