STATUS | PROS

Supporting Winter & Ross, with reliable IT and dedicated service

CASE STUDY

Organization & Location: Winter & Ross | Law Firm in San Francisco, California
Industry: Law
Services Offered: Client Support Improvements and Remote Work Support

A partnership built on trust, real support and tailored IT solutions that let Winter & Ross focus on their clients.

At Status Pros, we keep technology simple and reliable so our clients can stay focused on their work. For Winter & Ross, a respected family law firm in California, this means freeing up their team from tech issues so they can concentrate on client service. Since 2017, we've worked side by side to ensure their systems are always up-to-date, secure and running smoothly. Our partnership is about providing IT infrastructure that supports their attorneys' work every day.
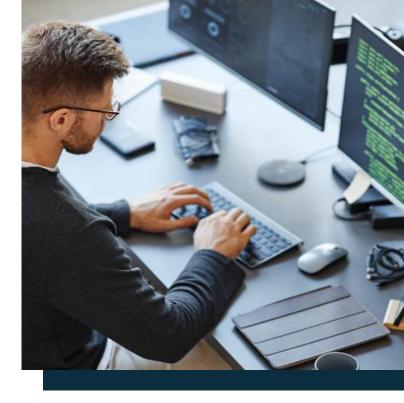
CLIENT BACKGROUND

Winter & Ross is a leading family law firm known for providing clear, strategic support and a high rate of case resolution through settlements and courtroom victories. Headquartered in San Francisco, with offices in Silicon Valley and Beverly Hills, Winter & Ross is driven by a mission to communicate effectively and provide excellent service to their clients.

Their attorneys depend on reliable technology to stay responsive and productive. Before they partnered with Status Pros, however, their outdated technology and slow IT support created barriers that kept them from fully focusing on client work.

CHALLENGES: Outdated Systems and Lengthy IT Delays

When Winter & Ross approached us, their technology setup was causing daily frustrations. Their outdated PC operating systems frequently led to crashes, slow processing and even lost data. As Zach Zempel, the firm's manager, described, "Before working with Status Pros, every day was a challenge. Computers would crash, freeze and lose documents attorneys were working on."

The firm's previous IT provider often took hours to respond to issues, leaving attorneys and staff unable to work for long stretches; a significant loss when every hour counts. "We'd be put into a queue, and someone would reach out once they were available. Sometimes this would be hours," Zach explained.

SOLUTIONS: System Upgrades, Cloud Migration and Real-Time Support

We began by assessing Winter & Ross's technology needs to determine the best approach. First, we addressed immediate issues by upgrading every computer's operating system, eliminating the constant crashes and performance lags that had previously slowed down their work. For any machines that required additional processing power, we provided new hardware to make sure they were fully capable of handling the demands of the firm's daily activities.

Knowing Winter & Ross needed secure, efficient remote access, we proposed a full cloud migration. Just months before the COVID-19 pandemic hit, we moved their systems to the cloud, allowing their team to access all files and resources securely from any device, anywhere. Zach noted, "Once we moved everything to the cloud, our employees were able to access the network from any machine as long as they had an internet connection, and there were rarely any issues."

This change became invaluable when the pandemic forced firms across the country to adapt to remote work. With Winter & Ross already set up on the cloud, they made the transition without the issues experienced by firms still relying on on-premises servers or traditional VPN setups. "Thanks to Status Pros, we didn't miss a beat," Zach stated. "Everything was timed perfectly, and without them, it would've been chaos trying to get 18 employees up and running."

This migration not only improved accessibility; it also transformed IT efficiencies:

- **Onboarding times dropped from 4 hours to under an hour—an over 75% improvement.**

- **Application updates and patching, which previously required days or weeks of downtime planning, are now handled in real-time using automation and modern image technology.**

- **Security risks have decreased by 90% thanks to implementing a 24x7 Managed Detection and Response (MDR) solution, paired with a responsive Global Security Operations Center (SOC).**

IMPACT: Reliable Remote Work and Improved Productivity

Since partnering with Status Pros, Winter & Ross has seen a noticeable improvement in daily productivity. Attorneys and staff no longer experience the frequent crashes and freezes that previously interrupted their work. The firm's IT setup now allows them to work consistently, while our hands-on, quick-response support means any issues are resolved quickly.

The cloud migration has also transformed how Winter & Ross operates. Staff members can now work from any location, which proved invaluable as remote work became the new norm. With a stable, cloud-based infrastructure, the firm avoided the costly downtime that other businesses faced during the pandemic and kept delivering client support as usual.

Zach explained, "The decrease in everyday computer problems was instant. Employees were able to work at a more consistent rate, and when problems did occur, Status Pros was on it." He emphasized the positive impact on their core metrics:

$140K Added Billing Time

"Attorneys and paralegals bill our clients hourly. With less computer problems and fast and direct support, there's more time to bill for the work needed."

Zach Zempel, Manager

CONCLUSION: A Trusted Partner for the Long Haul

Our work with Winter & Ross is about making sure they have a solid foundation to deliver the level of service they're known for. Zach's advice to other businesses considering Status Pros? "No matter what your business is, you can trust that Status Pros knows what they're doing. IT and technology are constantly changing, but they'll always make sure you're one step ahead."

As we look forward to supporting Winter & Ross in the years to come, we're proud to be a reliable technology partner that lets them focus on serving their clients with excellence. If you're having similar IT issues, get in touch with us to see how we can help.