How Jones Hall Upgraded and Secured its IT System by Partnering with Parachute

CASE STUDY

> "If I contact the Parachute team, I get a response immediately. I don't know how we would've managed the transition to remote work without Parachute's 24/7 support."

KATIE DOBSON,
Shareholder, Jones Hall

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Jones Hall is one of the top bond counsel firms in California.

Challenges
TRANSFORMING AN INEFFICIENT AND OUTDATED IT SYSTEM

Before partnering with Parachute, Jones Hall was living in the IT dark ages.

"We had an in-house server that stored all of our documents," says Katie Dobson, a Shareholder at Jones Hall.

Jones Hall's challenges were exacerbated by the fact that their IT staffer wasn't a Mac expert and couldn't solve all their tech issues.

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"We are all on Mac and our sole IT staffer was not agile with Mac," Katie says.

Managing computer deployments and support was manual, complicated work. There was no way to schedule software updates outside of business hours.

"The IT staffer literally came and sat at our desks if there was a problem that had to be fixed," Katie recalls.

The biggest challenge Katie and her team faced was some documents were not visible to certain team members. Because documents are the core of Jones Hall's business, these challenges created a lot of inefficiencies.

"We lost some documents and wasted a lot of time because we had to start over. The document problems slowed down our attorneys and staff," says Katie.

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Jones Hall was also vulnerable to hacking because they did not have robust security. Fortunately, there were no hacking attempts, but they wanted to protect their system.

When Katie and her team met Parachute, they were hesitant to replace their in-house staff with a Managed Service Provider, but they decided to give it a try.

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Solution
A SECURE AND AUTOMATED CLOUD-BASED IT SYSTEM

Parachute's first order of business was understanding Jones Hall's priorities through discovery and collaboration with key stakeholders.

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> *"On the first day, a team of five people from Parachute came to our office to meet us and explain what was going to happen," Katie states.*

Based on the findings from the discovery, Parachute recommended changes that upgraded Jones Hall's IT system and reduced inefficiencies and security risks.

MAPPING OUT THE IT ECOSYSTEM

The benefits of collaborating with Parachute were evident right off the bat. They tracked Jones Hall's computers and showed Katie and her team a picture of their IT environment.

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> *"Parachute gave us a list of all our computers, their years of manufacture, and the software they were running. We didn't have that visibility before," she says.*

DEPLOYING APPLE MANAGEMENT SOFTWARE (JAMF)

The days of slow, manual, and inefficient IT processes at Jones Hall are long gone. Jamf enables remote, automatic, and secure deployment of Mac computers. End-user problems are solved remotely.

The Jones Hall team has the power to install printers and software quickly and correctly without involving IT. Best of all, they got access to Jamf at no extra cost.

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CLOUD MIGRATION

Parachute migrated Jones Hall's documents from their on-premise server onto the Cloud.

"Our document issues went away as soon as we got onto the cloud," says Katie.

IMPLEMENTING A DOCUMENT MANAGEMENT SYSTEM

With Parachute's help, Jones Hall implemented a document management system to ease the storage, retrieval, and sharing of company documents.

BEEFING UP CYBERSECURITY

Katie is grateful that the Parachute team recommended security measures such as standardizing the antivirus solution across all of Jones Hall's machines. Parachute also referred Jones Hall to a company that could train its staff about cybersecurity and how to avoid issues.

> *"The Parachute team is very savvy with security. They put security measures in place for Jones Hall which we review quarterly,"* she says.

SETTING UP REMOTE WORK

When Covid-19 hit, all the automation that Parachute had implemented made it easier for Jones Hall to support a remote workforce.

> *"Parachute helped us set up our entire team to work remotely,"* she says.

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Results

EFFICIENCY, PRODUCTIVITY, AND PEACE OF MIND

Partnering with Parachute has transformed Jones Hall's IT system. Today, the company has an efficient and automated system that empowers its team to work fast with minimal interruptions.

Parachute provides a competent and responsive external IT for the Jones Hall team that feels in-house. This was a game changer when the entire team started working remotely.

"If I contact the Parachute team, I get a response immediately. I don't know how we would've managed remote work without Parachute's 24/7 support," says Katie.

When one of Jones Hall's attorney's email was hacked, the Parachute team swooped in and saved the day.

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Katie explains, "I sent a 911 email to the Parachute team, and they were able to get someone to fix the issue right away."

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Parachute has won over those who were skeptical of the efficiency of a Managed Service Provider compared to an internal IT staffer.

"We've seen how efficient it is to call a number or send an email and have someone quickly remote in and fix our IT problems," Katie says.

Katie has peace of mind because Jones Hall has found the Mac expert that they were looking for in the Parachute team.

"The fact that Parachute has a Mac expert on staff gives us comfort that they can deal with any issue that comes up," she says.

Jones Hall gets more value from its IT budget because Parachute provides access to more IT experts and 24/7/365 support.

The SOC 2 Certified Parachute team gives Katie peace of mind, excellent advice, suggestions, and recommendations.

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"With Parachute, we have more knowledge and awareness on how we can improve our IT environment. They send us emails saying, 'Hey, this scam is happening right now. Beware.' We didn't have that before," she concludes.

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