



Document Solutions to Fit Every Business

## National Law Firm Secures Their Network and Sensitive Client Information with IT Services from NetSmart Plus.

### Who is Neumann Law Group?

The Neumann Law Group is based in Traverse City, MI, with offices in Grand Rapids and Detroit, MI, Boston, MA, Huntington Beach and San Francisco, CA and New York City. Technology is critical for communications between offices. So is the I.T. support required to maximize uptime, maintain a secure network and have back-up systems in place in case of a disaster. Having a full-time I.T. person was an option, but a very expensive and would still require outside vendor involvement.

### Key Challenges in the Neumann Law Group's Environment

The firm's owner, Kelly Neumann, had gone through several tech companies but hadn't found the right fit or a company she could rely on and trust with mission critical issues. She was looking for a partner that understood the legal industry and would allow her and her employees to focus on the legal field. Since the firm's copiers, printers, fax machines, and telephone systems were all connected to her network, she was hoping to make life easier by having a single source solution who would be accountable for everything.

### How NetSmart Plus Helped

Applied Imaging and their I.T. support division, NetSmart Plus, was brought in to handle "everything from head to toe." One point person was designated to be available morning, noon, night, and weekends to handle any issue the law firm had. Due to the sensitivity of the law firm's information and HIPPA laws, NetSmart Plus installed the latest technology to prevent hackers from accessing the firm's client database. Disaster recovery was also addressed to prevent the loss of data due to a power outage, foul weather, or human error. NetSmart Plus also established protocols that would allow all employees to work remotely in case of bad weather or illness.

### The Benefits

- Lower overhead from not having a full-time IT staff
- Single source solution and one point of contact to streamline communication
- Peace of mind due to network security and disaster recovery
- Allows the attorneys and staff to focus more on clients and their legal issues
- Client's sensitive information is secure and protected, adhering to regulatory compliance

### About Applied Imaging and NetSmart Plus

Since 1987, Applied Imaging has been providing Midwest businesses with world-class products, service and support. This helps to maximize uptime, increase productivity, and improve efficiency. With almost 4000 workstations and servers managed, NetSmart Plus, powered by Applied Imaging has the experience and power to have your back and give your business peace of mind. When your network quits working, so does your staff. With NetSmart Plus, you're one click or call away from help to swiftly resolve your I.T. challenges.

Customer  
**Neumann Law Group**

Industry  
**Legal**

Services Used  
**NetSmart Plus**

*"NetSmart Plus is my I.T. staff and the Neumann Law Group is tremendously grateful for their service and allowing us to stay focused on our job and what we do best. Good law firms need to be active and at the top of their game at every moment, so your technology company is your lifeline. Having eight offices across the country, the bottom line is they make my life easier."*

- Kelly Neumann, Esq.  
Owner & Attorney  
Neumann Law Group



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