

CASE STUDY

Legal Services
Intel® vPro™ Platform



Intel® vPro™ Platform Helps Law Firm Keep Data Secure

Staff focuses on work without worrying about their technology

Intel® Core™ vPro™ processor-based laptops help the staff and attorneys to be mobile, all the while staying efficient and productive, and delivering exceptional customer service.

- Meet clients where they are—and still be able to pull up any information necessary for decisions.
- Use technology to build and assure seamless customer relationships.
- Help keep data secure and easily meet compliance regulations.

Established in 1882, Lancaster, Brooks & Welch LLP provides legal assistance to clients throughout the Niagara Region of Ontario, Canada, and beyond. “We’re differentiated by the fact that our focus is solely on our clients. A client could go to any firm, but our focus is on delivering timely, relevant, current advice to a wide range of clients,” says Adam, Administrator of the firm.

Like any professional services business, one of the law firm’s key challenges is staying on top of hardware, software, and cybersecurity needs. That’s why the only systems Lancaster, Brooks & Welch uses now are Intel® Core™ vPro™ processor-based laptops and desktops. Whether working in the office, the courthouse, or at home, the Intel®-based devices—particularly the laptops—enable the firm’s lawyers and support staff to be truly mobile, all the while having relevant information at their fingertips and being able to deliver the exceptional customer service that their clients expect.

Collaborate and seamlessly work

Intel Core vPro processor-based devices let the staff and lawyers at Lancaster, Brooks & Welch have access to discovery documents, complete key research, and stay in constant communication with each other and clients. “Our technology is key for driving our business forward, so we try to stay abreast of technology as a tool,” says Adam.

Adam explains more about how the hyper-networked law firm works, “What we expect from our PCs is seamless response. If I have to wonder if my PC is working, we lose time, business, and money. We are so networked in terms of our files, discovery documents, and more, that we simply cannot be down. We are confident that our laptops and desktops work quickly and well—and, quite honestly, our clients are confident that our technology is working too. They expect us to be there up and running.

“We completely rely on our PCs as an extension of ourselves, whether in the office or in the field. I keep coming back to this, but having the best technology allows us to be the best law firm because we are free to focus on the matters at hand rather than worry about our PCs functioning correctly,” Adam concludes.

Stay productive and never miss a trial date

“Lawyers have to execute on legal files quickly and reliably. Having a laptop or desktop that is reliable, that can function with speed, is crucial for our team members,” says Adam.

Skycomp Solutions, Inc., a managed services provider, helps Adam and the law firm stay productive. “Skycomp is a great technology partner and offers advice on equipment upgrades, meet with us several times a year to review our hardware and software needs, so we don’t have to think about it,” says Adam.

Serge Paquin, Owner of Skycomp, says, “We use Intel® Active Management Technology with full remote control to manage the systems at Lancaster, Brooks & Welch, and often our technicians are able to remediate a problem before the end user even notices. The hardware-based tools within the Intel vPro platform mean we can avoid a desktside visit and focus more on the strategic value we bring to our clients.”

Ensure customer trust

Devices based on the Intel Core vPro processor and running Windows* 10 make it easier for the staff at Lancaster, Brooks & Welch to know that their data is safe, as hardware and

software work together to make sure customer information is protected. “In a legal environment security is of the utmost importance, but efficiency is also critical. Leveraging Intel vPro Processors, our team is able to securely and efficiently apply updates, remotely power cycle, as well as use KVM Remote Control on machines that are having issues. The vPro platform allows us to provide faster support for Lancaster, Brooks & Welch.

“The result of using vPro-based PCs helps our end users stay secure and productive in a shorter amount of time,¹ while also saving time for our technical team. It’s a win-win for everyone,” says Paquin.

Adam agrees with Paquin. “When we execute on client data, because of the laptops and desktops we use, both our staff and our clients feel confident that data is safe.”

Adam continues, “One of the reasons we switched to Skycomp and refreshed all our PCs was to gain the hardware level security in Intel-based laptops and desktops. We must ensure security.”

For more information

For more information on the benefits of Intel vPro platform for businesses, visit intel.com/vpro.

For more information on Lancaster, Brooks & Welch, visit lbwlawyers.com/.

For more information on Skycomp, visit skycomp.ca.



1. Intel technologies' features and benefits depend on system configuration and may require enabled hardware, software or service activation. Performance varies depending on system configuration. No computer system can be absolutely secure. Check with your system manufacturer or retailer or learn more at intel.com.

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