

# ABHR Case Study

Initial Project Implementation Leads to Long-Term Management

# ABHR

Allen Boone Humphries Robinson LLP, a law firm exclusively focused on the practice of public law and finance, opened their office in July of 2003.

When ABHR began the set-up of their infrastructure for the office, one company implemented the IP telephony, while a second company handled the server technology. Almost immediately after ABHR began operations, problems began to arise. Issues with internal databases, unified messaging, Exchange servers, and integrated applications were slowing the company's productivity to a halt.

After many ineffective and costly changes, ABHR was referred to SynchroNet to resolve the problems. SynchroNet provided prompt remediation to the issues, and created long-term answers for a highly-available infrastructure that was required by ABHR.

Today, SynchroNet provides ABHR with an in-house Network Engineer and ongoing access to Frontline Response in order to maintain the network.

**Company Size:** 70

**Location:** Houston, TX

**Industry:** Law

**Overview:** Allen Boone Humphries Robinson LLP was formed by some of Houston's most experienced public law attorneys and is devoted solely to the practice of public law and finance. The exclusive focus on public entities and those doing business with public entities, allows ABHR to best serve clients in this unique area of law.

***"SynchroNet's greatest strength is that they are very knowledgeable in what is going on in high technology. They stay up-to-date. In terms of equipment and support, they know what the good things and what the bad things are for us."***

**- Jim Niese,  
Office Manager**

## Objectives

- Assessed technology issues that were keeping productivity levels low
- Cleaned-up any obstructions that prevented the business from moving forward with a healthy network

## Solutions

- Performed Network Health Assessment to determine issues that were slowing the network and decreasing daily productivity
- Collaborated with the development team at ProLaw, the firm's practice management software, to debug a specific area of the program and optimize the speed of the application
- Eliminated conflict between voicemail and e-mail services to increase uptime for both services
- Provided Help Desk support

## Results

- ProLaw incorporated the SynchroNet code modification as a permanent change, and was noted as one of the biggest performance improvements ever made to the software
- A designated SynchroNet Network Engineer was assigned to stay on-site with ABHR to maintain the stability of the network
- Frontline Response team was hired to provide extended reinforcement for high-end projects – where more than one Network Engineer may be necessary



SynchroNet