



OUTSOURCED SERVICE DESK SERVICES FOR LEADING LAW FIRM

brownejacobson^{LLP}

📍 brownejacobson.com

👤 Approx. 1000 users

Head office in Nottingham, with additional offices in Birmingham, Manchester, Exeter and London

The Client

Browne Jacobson is a leading national law firm, with approximately 1000 users across offices in Nottingham, Birmingham, Manchester, Exeter, and London. With expertise in the public and private sectors, Browne Jacobson has achieved growth of over 60% in the last five years by delivering exceptional customer service. Maintaining this service level is a key consideration in all IT decision making.

Key Outcomes

- ✓ Outsourced service desk
- ✓ Out of hours support
- ✓ Full integration of systems and processes
- ✓ Increased efficiency and scalability
- ✓ Bespoke reporting on SLAs and KPIs

The Challenge

Browne Jacobson wanted to extend its in-house service desk to offer out-of-hours IT support, without the overhead of additional staff. It needed a partner with a mature and technically-skilled service desk to complement its existing team and provide a standardised and seamless end-user experience. Browne Jacobson came to Air IT off the back of a poor experience with other providers.

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“We pride ourselves on achieving excellence in client service and have chosen a partner that shares this ethos. Air IT react quickly to resolve issues and never compromise. Service consistently reflects our required high standards and integrates seamlessly.”

MATT CRAVEN, HEAD OF IT

brownejacobson^{LLP}

The Air IT Approach

Air IT were able to offer a tailored service desk solution that includes a full integration of systems and processes with the internal IT team. During normal office hours, we act as an overspill resource to support the in-house desk during busy periods. We also provide a full outsourced service desk from 5:00 pm until midnight and during standard office hours at weekends. This includes picking up the outstanding ticket queue to ensure quick query resolutions. We also provide consultancy and resource for major projects, such as office moves.

The Outcome

Browne Jacobson LLP and Air IT have been successfully working together for over two years. Throughout this period, we've enabled Browne Jacobson to scale its IT department, without adding complicated and costly HR

workload. We've helped to increase efficiency within the department by offering problem resolution, both in and out of normal working hours. Browne Jacobson can see clear progress on service delivery metrics, via the bespoke SLA and KPI reporting provided by Air IT.

Special Projects

Over the course of our partnership, Air IT has helped Browne Jacobson with office relocations in London, Birmingham, and Nottingham. Across these projects, we've provided additional resource, assisted with the physical moving and setup of equipment, and restructured internal layouts. We've helped to ensure that Browne Jacobson has met project timescales and kept downtime to a minimum.

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READY TO GET HELP?
Arrange a free consultation today

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