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Myerson maintain business continuity amidst a global pandemic



myerson **Case study**

A brand new tech infrastructure delivers winning performance

The global pandemic of 2020 changed working arrangements dramatically, forcing businesses to come to a standstill - if they could not support a working-from-home environment. Myerson needed to keep business running as usual to ensure they continued to deliver their essential client services.

The problem: Myerson's current remote environment was designed only for a small number of users, and they did not have enough resources to allow their entire team to work from home.

The solution: Myerson required a whole new infrastructure to be created that was flexible to enable scalable remote working. To ensure business continuity during the build process, we installed a temporary server with high capacity - capable of allowing a significant increase in remote working - so the team could continue operations from their homes, while we designed and implemented the new infrastructure.

The process involved the installation of three new servers with larger storage and an upgrade to server 2019. We also deployed Remote Desktop Services (RDS) which provided secure and easy access to business applications and resources that could not previously be accessed at home.



In just one week we had become a virtual law firm servicing clients from our homes, thanks to the first-rate support Richard and the Serium team have provided, allowing us to continue business as usual during these difficult times.

They worked around our team with early starts and late finishes to get the job done. The partners and I have been extremely impressed and incredibly grateful for the support the Serium team have delivered.

Karl Mannering
Finance Director, Myerson

Established in 1982, Myerson Solicitors provide first class legal advice to hundreds of clients worldwide. The firm has grown organically and now has an expert team of over a hundred, and still remains independent today.

About Myerson

Going from strength to strength, in 2017 they relocated into the prestigious Grosvenor House in Altrincham Manchester, and they were crowned Medium Law Firm of the Year at the Manchester Legal Awards in 2018.

For greater security, we set up cloud-based Azure site recovery to allow data replication. Additionally, we enabled two factor authentication (2FA) for remote desktop to secure the connections from home.

We also helped Myerson achieve Cyber Essentials Plus accreditation, which demonstrates their commitment to protecting their cyber security systems, while keeping their customer data safe.

The benefits: The new tech infrastructure has enabled the Myerson team to work from home. It is also delivering a higher quality, more streamlined performance, both in and out of the office. In turn, productivity has naturally increased.

Azure provides high availability and increased security - protecting against potential data loss and ensuring access to current data, while decreasing the likelihood of downtime - therefore promoting business continuity.

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