



Magic Circle Law Firm saves £250k per year on mobile costs

1,400 devices replaced for fee earners and admin staff

1: Client Background

This magic circle law firm (global top 5) is one of the world's pre-eminent law firms, with significant depth and range of resources across five continents. As a single, fully integrated, global partnership, it prides itself on its approachable, collegial and team-based way of working. Its clients include corporates from all the commercial and industrial sectors, governments, regulators, trade bodies and not-for-profit organisations. The firm provides the highest-quality advice and legal insight, combining the firm's global standards with in-depth local expertise.

2: Business Challenge

The firm had completed a review of its mobile device provision and had decided to move to a new provider to benefit from lower costs, saving circa £250k per annum. In total there were 1,400 devices to swap out, made up of a mixture of Blackberrys and iPhones, and supporting server infrastructure.

The project and environment was logistically challenging due to:

- Volatility in scheduling caused by changing work demands upon fee earners
- Geographically dispersed users – whilst this was a rollout to the UK

office, the business users were frequently travelling internationally, which made the task of coordinating changes to their normal service that much more challenging

- The convergence of business and personal data on mobile devices. Given the importance of many of the users being migrated, data management had to be meticulously managed

With this project having such a high profile, and being time intensive, the firm sought support from Camford Management Consultants.

3: Approach

Providing Project Management and administrative support, Camford Management Consultants led the migration. This involved:

- Creation and dissemination of project plans
- Alignment and management of all team plans
- Diligent management of project risks and issues
- User migration planning, scheduling and administration
- Leadership of the rollout team
- Ownership of project communications

- Incident management, covering a broad range of issues including managing vendor related issues
- Review, updating and modification of existing IT processes to provide greater depth and detail
- Creation of new IT processes to manage mobile migrations at scale

The primary challenges that were overcome by the Camford team included:

1. Management of, and communication with, highly demanding business stakeholders
2. Management and leadership of a complex delivery team, made up of off-site vendor teams, on-site vendor technical resources, UK-based client staff, and off-shored outsourced support teams
3. Leading problem management and resolution during the rollout





4: Outcome

Camford successfully delivered the migration to conclusion, thereby enabling the firm to make the cost savings promised by the migration, whilst also providing the business with more capable and up-to-date mobile devices.

A Senior Account Director from the firm said,

“Law firms have particularly demanding users, and a project that involves many senior business personnel, and that impacts something as crucial as their mobile devices, is fraught with risk, especially to the reputation of the IT team.

Camford Management Consultants led the roll out for us, engaging with business, service management, and IT stakeholders to successfully migrate devices.

The project wasn’t without its challenges, however Camford reacted appropriately to address and resolve issues as they arose.”

Nick Croucher, Project Manager, Camford Management Consultants said,

“This was a challenging project, particularly due to the fast-paced nature of a leading international law firm, and the frequent changes in scheduling that arose as fee earners were required to respond

to business priorities. There were some big challenges and difficult lessons learned along the way, but we adapted our working practices accordingly to successfully deliver the project to its conclusion. The assignment provided me the opportunity to utilise and expand upon my subject matter expertise, through which I was able to deliver value which was not otherwise available within the client’s teams.”

The rollout of new devices to fee earners, non-fee earners and business services has provided the firm with the latest mobility tools at a significantly reduced cost.



Camford Management Consultants was formed to help Business Leaders identify where and how technology can resolve business challenges, and to help IT Leaders to determine strategy, procure technology and services, deliver change, and shape the IT organisation to sustain change. Focusing on mid-large sized businesses in knowledge-based industries, Camford provides 4 core services: IT Strategy, Procurement, Change Leadership, and Virtual CIO.

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