



# ADEPT IT

## Managed IT Support

### Customer:

**Warringal Conveyancing**

*Kealba, VIC, Australia*

### Industry:

Conveyancing

### Needs Expressed:

- Merge of IT Systems and Office Setup
- Email Migration
- General IT Support
- Email Retention / Litigation Hold

### Benefits Realised:

- Smooth transition of IT systems during several business changes.
- Integration of multiple businesses to a single Office 365 solution.
- Remote IT Support for day to day needs.
- Retention and accessibility of all email data for legal purposes.

### Learn More

 [www.adept-it.com](http://www.adept-it.com)

### Contact Us:

 [adept@adept-it.com](mailto:adept@adept-it.com)  
 03 9077 7587

© 2019 Adept Small  
Business IT Pty Ltd



## Warringal Conveyancing

### Case Study: IT Essential

Adept IT provides business IT consulting and services in Melbourne, with a focus on strategic IT management. Utilising Microsoft Office 365, we integrate support services to provide a fully managed outsourced IT department.

Our IT Consultants work with clients to deliver successful IT projects on time and on budget. This consulting work includes business IT set-up; office relocations, migrations and infrastructure upgrades and more.

#### Customer Story

Warringal Conveyancing is a growing conveyancing firm, providing conveyancing services in the Northern and Western suburbs of Melbourne.

There are 5 staff members who utilise the IT platforms and some areas where work efficiency and use of technology is impacted by application performance problems.

In 2018, Warringal Conveyancing commenced an acquisition project and needed an IT service provider who could assist them with the merging of all IT systems into the one office space, as well as ensuring a smooth transition to new computer hardware.

Warringal Conveyancing were seeking an IT partner who could help them grow, while providing a managed IT support offering and the core technical components needed to run their business. They had a need for a modern, reliable email system, including shared calendars. This required several companies, with individual email systems, to be migrated into a shared platform.

It was also critical for the conveyancers at Warringal to have access to past emails on demand, and to have the ability to place emails in a litigation hold to protect data, for legal purposes.



# ADEPT IT Managed IT Support



## Warringal Conveyancing Case Study: IT Essential

### Solution

Adept IT's Managed IT Support plans deliver a cost effective IT support solution, including Office 365 Business Premium.



We recommended our IT Essential support plan to meet Warringal Conveyancing's ongoing IT requirements. This plan is designed to provide clients with an outsourced IT department, delivering everything they need to cover all essential business IT needs. This includes email, backup, antivirus and IT support as needed.

Microsoft Office 365 supports multiple email domains in one system. This would enable Warringal to merge their separate email systems into one Office 365 configuration, providing them with a single system to access and manage.

Our solution included decommission of old hardware and reconfiguration of their other computers to obtain the best performance, as well as setup of computers in the new office.

We also recommended the configuration of archiving and retention on all mailboxes, so that email data would be retained for a period of 7 years.

### Implementation

Adept IT worked with the Director to develop a migration plan for Warringal Conveyancing's three separate businesses. The email systems were merged first, as this simplified the desktop configurations and assisted in a smoother overall delivery.

The Microsoft Office 365 email merge was completed over a weekend, to minimise downtime and reduce any impact on staff.

We ensured the transitions during the office move and all business changes were as easy as possible, with minimal interruption. We worked with Warringal to deliver the solution at the most convenient times for them.

The configuration of archiving and retention was completed remotely, without any disturbance to staff. Backups and antivirus were installed and configured in the same way.





# ADEPT IT Managed IT Support



## Warringal Conveyancing Case Study: IT Essential

### Solution in Action

As conveyancers, Warringal Conveyancing need to know that their clients' information is protected. With Adept IT, they have found a partner to ensure this information is kept safe and secure.

Implementation of email retention and archiving has allowed us to quickly and easily retrieve emails and other content. We have assisted Warringal Conveyancing with email discovery to support cases at VCAT on several occasions.

Since merging the email systems, there has been a reduction in cost and complexity. The combined email system has given the staff greater visibility and better ability to manage emails. Staff now only require one individual login and mailbox, rather than multiple for the separate businesses. The ability to access emails from a variety of devices also gives staff the flexibility to work remotely.

Overall, the team at Warringal are very happy with the service that Adept IT are providing. They know they can count on experienced professionals to solve any IT issues that arise.



*"As someone who used to run a Computer Troubleshooters franchise, I'm extremely impressed with the knowledge and service delivery of Adept IT and would not hesitate to recommend them. I'm particularly happy with the remote access to work on emails and files 24/7, even on my phone. It makes it really easy to set up a remote office."*

Lei Huang

Director

**Contact Adept IT now to book in your FREE system evaluation!**