

CaleyWray

LABOUR LAWYERS

CLIENT PROFILE



SUMMARY

CaleyWray Labour Lawyers are specialists in labour law. When Idealogical Systems Inc. first met with CaleyWray in 1998, their offices were devoid of technology of any kind. Today, the CaleyWray offices utilize a full feature technology-based workflow system that facilitates document management and enables them to enjoy seamless integration between working at the office, on the road or even from home.

KEY SOLUTIONS

- Disaster Recovery System
- Redundant Server System
- Emergency Response Capability
- Centralized e-mail, contact management and document delivery
- Virtual Private Network (VPN)
- Mobile profile
- Integrated central fax system
- Complete maintenance
- Hardware and software standardization



A PARTNERSHIP OPTIMIZED TO MEET GOALS

All law firms use computers but many fail to use technology to its full potential. Idealogical Systems' intimate partnership with CaleyWray enabled us to create an optimized workflow system specific to how they do business. Idealogical Systems adjusted technology to accommodate CaleyWray's goals.

24 x 7 UP TIME

Negotiations. Court filings. Conflict resolution. Sometimes lawyers work around the clock. When this happens, they need systems that work around the clock too.

When every minute counts, it's important to know that you can count on your technology. To ensure that CaleyWray is able to function 24 hours a day, 7 days a week, Idealogical Systems developed and deployed 3 key components: Emergency Response Capability, Disaster Recovery System and Redundant Server System.

Idealogical Systems has a premier **Emergency Response Capability** that allows us to be available to our clients within two hours of an emergency. This system also enables us to remotely manage client resources – everything from back-up monitoring to virus response.

The backbone of any data-intensive company is a **Disaster Recovery System**, which allows for disaster recovery in the event of accidental file deletion, data corruption or acts of God. CaleyWray's Disaster Recovery System enables them to recover data lost anywhere from one day to one month ago.

A **Redundant Server System** ensures that primary document management needs are met at all times, even when it is a result of complete hardware failure. CaleyWray has multiple servers, and while each server has a primary function to store data or house reference materials, all are interchangeable.

CENTRALIZATION

Centralized information provides company-wide access to the same contact information, the same schedule and the same files. This type of functionality also allows work to be completed more efficiently by enabling effective employee time and resource management.

Using an integrated contact management and e-mail system is key to managing client information properly. CaleyWray's **Centralized Contact Management System** gives them the freedom to accurately manage client contact information and scheduling. It also enables a **Centralized E-mail System** that provides users with remote e-mail access, no matter where they are. For increased data security and convenience, CaleyWray has a **Virtual Private Network (VPN)** that allows client files to be retrieved remotely.

Another component of centralization at CaleyWray is **Centralized Document Management**. Using industry standard file permissions prevents unauthorized access to the data.

WE BRING CONFIDENCE TO SMALL BUSINESS INFORMATION TECHNOLOGY.

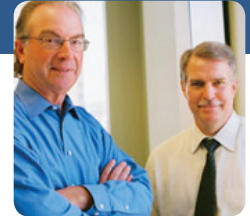
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"Since signing on, our unscheduled systems downtime has been reduced nearly to zero."

Harold Caley, Partner
CALEYWRAY LABOUR LAWYERS



ANY USER

Office support staff at CaleyWray are required to occupy different desks and computers. CaleyWray use a **Roaming Profile System** that ensures consistent coverage during staff lunches or other events. This tool provides customized desktop access across the entire CaleyWray network, ensuring that custom desktops, templates and views are maintained – even when they can't sit in the same spot.



FAX ANYWHERE

An **Integrated Central Fax System** is essential to any organization that uses faxing as a key method of client communication. Not only can users at CaleyWray sit anywhere, they can also fax anywhere. From desk to fax machine, and from fax machine to inbox, it's a paperless trail that guarantees every fax arrives at the right destination.

COMPLETE MAINTENANCE

Maintenance is crucial to ensuring software and hardware remain in good working condition. CaleyWray opted for a **Complete Maintenance Plan** that encompasses all the basic maintenance requirements that servers, desktops and their accompanying operating systems require.

From regular hard disk maintenance to the deployment of critical updates and software patches, Idealogical Systems provides all the necessary system tune-ups to ensure everything runs properly.

By instituting a standard hardware and software policy that reduces downtime when a new user is added or a machine needs to be replaced, Idealogical Systems have rendered the CaleyWray offices more efficient.

With the expert guidance of Idealogical Systems, the CaleyWray organization have transitioned from a purely paper work environment to a digital world.

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Small Business
Specialist

FOR YOUR SOLUTION

For information about how Idealogical Systems can help your business, please contact us today.

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