



# Womble Bond Dickinson risual Managed Services



# Customer Profile

## Meet Womble Bond Dickinson

### Description

Womble Bond Dickinson is a transatlantic law firm formed in 2017 as a result of a merger between UK-based Bond Dickinson LLP and US-based Womble Carlyle Sandridge & Rice, LLP. The combination followed a strategic alliance announcement made in 2016. The firm has 27 locations across the United States and the United Kingdom offering services in 12 different sectors.

### Customer Information

#### Website

[www.womblebonddickinson.com](http://www.womblebonddickinson.com)

#### Headquarters

London, England

#### Size

1001 to 5000 employees

#### Founded

2017

#### Industry

Legal



**WOMBLE  
BOND  
DICKINSON**

# Background

## Customer Pre-Project State

### The Starting Point

risual and Womble Bond Dickinson (WBD) have been working together for 15 years and have recently entered a 5<sup>th</sup> generation annuity contract after building a strong and honest partnership, especially with the Managed Services team. Over these years, risual and WBD have worked closely together on their ever-evolving relationship with the ongoing development of the Managed Service agreement.

WBD are a transatlantic legal firm who offer a wide range of legal services. They are a forward-thinking practice, who have common values around a flexible working style that combines strong personal connections to deliver outstanding levels of client service.

Collaboration and flexibility has been key to supporting WBD with their journey to Microsoft Azure and M365, enabling the value of a new Managed Service to be recognised and maximised.

### The existing challenges

The previous support contract included 24x7 proactive monitoring and 3<sup>rd</sup> line support, however at the beginning of 2020, WBD were seeking a more flexible agreement to complement their journey to the cloud.

The decision to renew their annuity contract with risual again was based on their tailored client relationship and excellent services, reinforced with strong client satisfaction scores, trust and value for money.

### About risual

Over 15 years of experience transforming the workplace through the introduction, adoption and strategic management of Microsoft cloud technology. Working across all industry sectors and delivering in partnership with our clients, we work to transform the ways in which people work through the re-imagining of technology, support services, and the provision of enhanced digital skills training.

# Challenge

## Key drivers for change

### Drivers

As WBD continue to grow and services mature, there have been several drivers that led to the Managed Services agreement needing an update.

- 3-year roadmap to migrate existing services to the Microsoft Cloud
- Requirement for improved collaboration to engage with clients
- Demand for seamless communications internally and externally
- Desire to reduce 3rd party agreements by leveraging existing Microsoft technologies/applications
- Reduce overall costs
- Maximize investment and functionality within their Microsoft Azure & M365
- Look to reduce their Data Centre on premise footprint
- Reduce overall costs

### The Next Three Years

Over the next three years, WBD have a desire to have many of their current services migrated to the Microsoft Cloud and risual is helping WBD transform to Microsoft 365 and Azure allowing for a digitally thinking organisation. Thus, WBD have a desire to tailor their existing support contract to a flexible agreement that facilitates the service, to complement its technical team and support the three-year strategy.

As one of the UK's leading Law Firms, it is vital to have consistent access to the critical IT systems and maintain high levels of service to both clients and internal customers. With an existing relationship and an urgency to continue working together on a tailored and flexible Managed Services agreement, risual developed a Statement of Work (SOW) making provision for the future changes from the current service to a service-based workload agreement. The SOW reinforces all aspects of the new contract which will allow risual Managed Services (rMS) to align with the pace of WBD projects and strategy.

# Solution

## risual Services Make the Difference

### Tailored Support

To provide the sufficient tailored level of support, rMS created a cloud-centric flexible agreement which supports both on-prem and hybrid cloud – perfectly aligning with the WBD three-year cloud migration strategy. The new WBD support contract ensures proactive monitoring to prevent and protect 24x7x365 on Azure tenant and hosted infrastructure.

The renewed Managed Service agreement makes provision for additional services including:

### Security as a Service

Security is key for any organisation wanting to keep their own and client data secure. Security as a Service includes assistance configuring the Microsoft SOC (Security Operations Centre) and support for any specific security incidents.

### Licensing Optimisation

Licensing Optimisation for Microsoft 365 including pre-packaged reports to provide insights into fluctuations, trends and costs. As Part of the Optimisation service, WBD will receive an annual Microsoft 365 Health Check and a Password Security Audit.

### Certificate Management

Management of digital security certificates to include processes such as: creation, storage, dissemination, suspension, and revocation.

### Windows as a Service

Additional support for the implemented Windows 10 enterprise features.

### Partner Triage

Extended IT support for partner applications and services.

## risual Managed Service tailored and flexible offerings

### Tailored Support

risual are a UK Midlands based IT Consulting, Services and Solutions Provider Microsoft. Gold Partner across 14 categories and Azure Expert MSP, accredited with ISO 27001, 20000 and 9001. All staff are permanent, UK-based employees, holding NPPV-3 security clearance with Warwickshire Police. risual Managed Services work to create a security blanket and an extended support service for an array of clients, recently rated 9 out of 10 or higher by several clients across the LRG, Education and Manufacturing sectors for Net Promoter Score. One client said,

*“Amazing and professional technical services. All issues are being serviced and resolved through courteous and speedy customer service. I’m a very happy customer”.*

### Range of Services

risual Managed Services includes proactive monitoring and alerting through a combination of Microsoft services (SCOM, OMS, Azure Sentinel), along with our proactive patching service covering all environments. We also deliver consumption and licensing optimisation services for cloud environments through comprehensive reporting dashboards, linked to our IT Service Management system.

Enhancing our core services is an extensive partner ecosystem, covering security assurance and penetration testing, hardware, including devices and networking equipment, managed print services and a range of other capabilities, such as DocuSign.

*“The rMS and WBD team all get along really well and they know the value of working with each other. The key is trust and efficiency - they know risual will draft in any resources necessary and do what it takes to get the job done”.*

### Stephen Bates, Service Delivery Lead at risual

# Benefits

## Productivity and Collaboration

### The Positive Outcomes

WBD internal IT team can now work productively without feeling stretched or under resourced and can focus their efforts on upcoming strategic projects. The renewed Managed Services contract will drive a series of benefits including:

### Ongoing Peace of Mind

The flexible and proactive agreement means WBD have an extended IT Support team to ensure they will always have the resource and availability to monitor, protect and prevent 24x7.

### Proactive Monitoring

rMS will work 24x7 alongside WBD to proactively prevent security incidents prior to them happening, allowing WBD to focus on delivering a seamless service to its clients.

### Ongoing Relationship

Over the past 15 years both parties have developed a strong and trustworthy relationship which will only continue to grow. Both will work together to unlock new technologies and advance WBD internal operations. risual has been providing continuous support and guidance and will continue to do so enabling WBD to achieve more in terms of technology and business outcomes over the upcoming months and years.

### Cost Savings

WBD have seen an instant saving of 16% from the Managed Services contract renewal and will see further savings in the upcoming year/(s) as more services and applications are migrated to the Microsoft Cloud. In addition, Cloud migrations have meant the removal on mobile iron, representing a total saving of £16,800 per year.

### Remote services

Reacting to the impact of COVID-19, the Cloud migration enables WBD to evolve future services and architecture and ensure all end users can access the services from anywhere, on any device at any time.

# The Future

## Moving Into the Digital World

### What Does the Future Hold?

risual and Womble Bond Dickinson will continue to grow their relationship through honesty and trust. The risual Managed Services contract in place has enabled WBD to become a cloud centric organisation ensuring that all future work on the roadmap will be easier to implement and adopt.

Over the next three years, the WBD roadmap focusses on migrating further applications and systems to the Microsoft Cloud to transform into a Microsoft 365 and Azure led organisation. There are considerations such as Azure Sentinel and a Managed Security Operations Centre to help continue develop its Microsoft Cloud footprint.

*"The team at risual are always ready to help and focus on getting the job done. They get along very well with our internal team and it's good to have that peace of mind knowing people you trust are at the end of the phone. The working relationship between WBD and risual has been a key factor to the success of the arrangement."*

### Andrew White, IT Infrastructure Manager at Womble Bond Dickinson

