

# Logically Provides Law Firm with Security and Peace of Mind

## About Jenkins, Wilson, Taylor & Hunt, P.A.

Established in 1984, Jenkins, Wilson, Taylor & Hunt, P.A. (JWTH), is a specialized law practice devoted exclusively to providing intellectual property counseling and services to clients with respect to patent, trademark, and copyright law. With a focus on three main disciplines: mechanical engineering, electrical engineering and biotech, the firm works to provide high-quality patent legal services in a cost-efficient and expeditious manner.

Their client base is diverse and includes large corporations and research universities as well as small businesses. Located in the renowned Research Triangle area of North Carolina, JWTH has over 35 employees and works in a Windows environment.

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DAN ATCHESON | Firm Administrator at JWTH

Dan Atcheson is the Firm Administrator at JWTH and has overseen the intellectual property firm's IT services for over two years. JWTH had been working with another Managed Service Provider (MSP) when he first joined the organization, but quickly realized that the firm needed a different provider. Mr. Atcheson had worked with Logically at his previous firm and decided that JWTH should make the switch to Logically's Managed Services offering. As Mr. Atcheson says, *"It didn't take long for our employees to see the difference between working with Logically and our old MSP. The level of communication and attention they provide really goes above and beyond."*

In a fast-paced law firm, Logically provides a valuable resource if there are any IT-related issues.

***"Logically has excelled in being able to troubleshoot issues for us incredibly quickly, no matter what time of day it is. They always keep us informed, step-by-step, on what's happening, which provides extreme peace of mind to our team,"*** added Atcheson.

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## IT Challenge

JWTH consistently deals with sensitive information around intellectual property and requires robust network support to ensure that all of the data is secure. When the pandemic hit, the majority of employees began working from home. The firm worked with Logically to ensure that all the firm's data was secured remotely.

***"Nobody ever envisioned that 90% of our employees would be working from home,"*** said Atcheson.

In addition, Logically worked with JWTH to provide continuous security awareness training for their newly remote workers and discussed potential cyber security issues with the firm regularly.

***"They provided us with a roadmap around how to approach our security, both from a network and human behavior standpoint,"*** added Atcheson.

Logically provided a dedicated IT specialist to JWTH who worked closely with the firm's lawyers to outline what kind of security procedures should be implemented. Mr. Atcheson said that JWTH ***"considers themselves to be true partners with Logically"*** and that ***"good partners work with each other, so we wanted to make sure we did our part to help Logically understand exactly how we operate."*** He added, ***"By having a Logically representative learn the ins and outs of our business, we were able to create an IT plan that made sense for us."***

## Moving Ahead

Logically currently provides ongoing, 24/7 Managed Service support to JWTH, with a dedicated representative visiting the firm's office in person at least once a month. The plan is to make security and network functionality a central part of ongoing discussions and planning efforts. The firm's servers currently reside onsite, but Mr. Atcheson said, ***“While we made the strategic decision to abandon the cloud model a couple of years ago, we will periodically reassess this decision to ensure that it still best fits our overall needs, especially in a post-COVID environment and since we will always have at least some remote workers.”***

What JWTH values most is the consistency in Logically's communication with them and their ability to solve problems quickly. Mr. Atcheson noted that ***“With Logically, we know what we are getting every time we pick up the phone or submit a ticket, whether that’s at 10 AM or 2 AM. We know it will be taken care of.”*** He went on to say that this ***“gives the team complete peace of mind.”***

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