

Uprise Partners Helps National Law Firm Transform IT Operations to Support Business Growth

Overview

A U.S. law firm representing some of the nation's largest rental car companies employs more than 50 attorneys and professionals serving clients across the U.S. from multiple office locations. Handling thousands of legal matters on an ongoing basis, the firm faced several critical business challenges as it scaled its operations.

Business Challenge 1: Inefficient Employee Onboarding

Rapid growth meant more frequent hiring—but IT onboarding was taking several hours or more per employee, creating inefficiencies, frustration, and throwing new hire training schedules and work timelines off track.

Solution: Streamlined Employee Onboarding Process by 75%

Uprise engineers designed standardized repeatable onboarding workflows that covered all required systems and security protocols, including Microsoft 365 accounts and endpoint configuration, reducing the time of bringing new employees online by 75%.

Business Challenge 2: Lagging Legal Software Indexing

Each weekend, the firm processes a large import and reindex of client data into a third-party cloud-based legal case management platform. The process was undocumented and prone to errors, frequently leading to system shutdowns. In addition, response times from the case management platform vendor took between 3.5 to 8 hours.

Solution: Optimized Legal Software Workflows

Uprise Partners mapped out and documented the full import and reindex workflow to ensure repeatability and clarity, collaborated with the case management vendor to clean up and optimize the firm's data environment, and ultimately reduced reindexing execution time down to just under 1 hour.

Business Challenge 3: No Visibility Into IT Ticket Status

With their previous provider, employees and management lacked clear visibility into the status of IT tickets and resolution timelines, leaving uncertainty about which issues were being addressed and when—resulting in frustration and communication gaps.

Solution: 24/7 IT Support with Custom Client Portal

Uprise delivered a 24/7 IT service desk and remote support team to provide live user assistance and proactive system monitoring, with integrated cybersecurity and endpoint management into continuous background operations. Uprise also created a custom client portal delivering real-time tracking of open and closed tickets, a clear history of communications, and measurable response and resolution metrics, significantly improving transparency and service efficiency.

AT A GLANCE

Challenges

- Reindexing took up to 8 hours, unstable systems, downtime
- Manual new hire onboarding, delayed trainings, frustration
- Reactive, slow IT support, low visibility into resolution

Results

- Reindexing time **reduced by 88%**, stable systems, uptime
- Onboarding time **reduced by 75%**, standardized, repeatable
- **24/7 IT support** and service with centralized client portal



With Uprise managing our critical systems, everything runs smoothly with no downtime. We also don't have to waste time and resources troubleshooting legal software issues. The portal gives us visibility, employee onboarding is seamless, and my team can focus on strategic priorities with confidence.

— Firm Managing Partner

