

Uprise Partners Helps Estate & Tax Law Firm Modernize IT to Increase Efficiency & Improve Client Experience

Overview

An established estate and tax law firm with multiple attorneys relying on specialized legal software and secure system access chose Uprise as their Managed IT Services Provider so they could focus on growing their practice. With client confidentiality, productivity, and billable hours critical to the firm's success, Uprise identified and resolved three key challenges that improved the law firm's performance and operational efficiency.

Business Challenge 1: Outdated, Unsecure Hardware Devices

Uprise engineers discovered that the firm's hardware inventory consisted largely of aging desktop computers—many of which were out of warranty and underperforming, slowing down daily tasks and putting the firm's security and operational stability at risk.

Solution: Hardware Replacement Plan & Configuration

Uprise developed a phased hardware plan that balanced enterprise-grade reliability with secure user experience—all aligned with the firm's operational needs to avoid business disruption. This included full configuration and device rollout to ensure a smooth transition without overwhelming staff.

Business Challenge 2: Undocumented Onboarding Process

The law firm lacked a standardized employee onboarding and machine configuration process necessary to grant secure access to multiple proprietary legal software platforms. This slowed down productivity and generated errors, creating a negative experience for new employees and firm staff.

Solution: Standardized Employee Onboarding Process

Uprise mapped all onboarding systems, permissions, and workflows, and built a streamlined framework tailored to each job role and software requirement. This reduced average onboarding time from three hours to just 45 minutes per new employee, streamlining the process to facilitate the firm's fast growth, all with full documentation for future repeatability.

Business Challenge 3: Disruptive Legacy Phone System

The firm's legacy phone system was not built to handle the demands of a modern law firm. It had minimal security features and frequent connectivity issues—resulting in poor call quality, dropped calls, and frustration for users and clients.

Solution: Optimized Infrastructure & Modern Phone System

Partnering with a telecom vendor, Uprise optimized the network and underlying infrastructure by reconfiguring the firewall to ensure efficient traffic flow, disabling SIP ALG for better call quality, and enabling single sign-on for centralized user access. The result was a modern, secure, and streamlined phone system tailored to the needs of a busy legal practice.

AT A GLANCE

Challenges

- Outdated hardware, slow devices, security risks
- Manual onboarding, delayed access, negative experience
- Legacy phone system, poor call quality, limited flexibility

Results

- **Enhanced cybersecurity**, device speed & performance
- Onboarding time **reduced by 75%**, standardized, secure
- Modern phone and network, **100% increase** in call reliability



Uprise has given us a new level of efficiency. In addition to 24/7 managed services support, they resolved key gaps in our IT infrastructure—dramatically improving our systems' security and performance. Uprise truly understands what a law firm like ours requires from both a technology and business standpoint.

— Firm Principal

