

# Case Study

legal

**RICOH**  
imagine. change.

## Wong Fleming, P.C.

Proactive, Extra-mile IT Support for a Rapidly Growing Law Firm

*"The greatest benefit of working with Ricoh IT Services is that they make it possible for us to keep our focus on our law practice and serving our clients."*

Dan Fleming,  
vice president and partner,  
Wong Fleming, P.C.

### ABOUT THE CUSTOMER

Established in Edison, NJ, in 1994, Wong Fleming, P.C. has grown to become a national law firm with more than 50 attorneys and 20 offices in many of the major population centers of the United States. Today the firm's headquarters are in Princeton, NJ, operating with a mission to further ongoing professional education and lifelong learning as well as the promotion of diversity in the legal profession. The Women's Business Enterprise National Council certifies Wong Fleming as a woman-owned business and the firm is recognized as a minority business enterprise by the National Minority Supplier Development Council.

### CHALLENGE

For many years, Wong Fleming contracted with small outside vendors for its IT support needs. The law firm found the quality of the IT support provided by these vendors to vary widely. The firm cycled through a number of different vendors during that time due to a number of issues, including vendors going out of business, not delivering the quality of support expected or Wong Fleming's IT needs simply growing beyond the vendor's capabilities.

"When we opened our doors in 1994, we were a firm of only three lawyers," said Dan Fleming, vice president and partner at Wong Fleming. "As we grew, our IT support requirements naturally changed and we were constantly trying to catch up with our technology needs. We were getting tired of the issues we were having with the smaller IT support operations. As a practicing attorney, I didn't have the time to look behind them to make sure they were keeping our technology up-to-date. We knew we needed a better solution."

#### CHALLENGE

- Finding reliable IT support for a growing law firm
- Planning IT infrastructure for a new office location

#### SOLUTION

- Ricoh IT Services for proactive, hands-on IT support
- Ricoh's expertise to carefully plan and move IT infrastructure

#### RESULTS

- A true partner to thoroughly handle IT needs and even go the extra-mile in a natural disaster
- An efficient IT infrastructure to meet the law firm's needs today and in the future

## Case Study

**RICOH**  
imagine. change.

Ricoh had been working with Wong Fleming for many years, supplying multifunction products (MFPs) to meet the needs of the growing law firm. Aware of the difficulties the firm had experienced obtaining reliable IT support—and knowing the firm was planning a relocation to a larger floor in their Princeton office building in one year—the Ricoh representative in charge of Wong Fleming’s account approached the firm about Ricoh IT Services, which delivers expert technical assistance and network support to offload time-consuming tasks, help ensure high network uptime and security, and take a more proactive approach to upgrades, maintenance and issue resolution. “After reviewing what we could achieve with Ricoh IT Services, we were convinced we finally found the IT support partner we had been looking for, not only to fix the problems we were having at the time, but also to support us in our future move,” said Fleming.

### SOLUTION

The Ricoh IT Services team assessed Wong Fleming’s existing IT infrastructure and found a number of issues to address. These included outdated PCs, multiple PCs at workstations, a closet operating as a server room with insufficient ventilation and numerous short-term fixes for network issues.

“Ricoh collaborated with our in-house IT coordinator, developing a technology plan that ranked devices for gradual upgrades over the course of the year prior to our relocation,” said Fleming. The Ricoh IT Services team recommended that Wong Fleming sign on for a partial proactive contract, which would provide 24/7 remote support for its server from Ricoh’s Communications, Operations and Remote Engineering (CORE) center. Additionally, Ricoh recommended approximately 10 to 20 additional hours of on-site support for issues that could not be resolved remotely.



## Case Study

**RICOH**  
imagine. change.

During the first year, the Ricoh team worked with Wong Fleming to substantially upgrade its device fleet in preparation for the relocation. In year two, the firm decided to migrate to a full service plan, which provided comprehensive coverage for all of the firm's IT needs. The Ricoh IT Services team also planned the IT infrastructure for Wong Fleming's relocated office space, installed all the wiring and network components and set up a new server room. The team then moved all of the firm's equipment to the new location during non-business hours for a seamless transition.

"Ricoh designated one person as our point of contact for any issues, which was very helpful because we didn't have to deal with someone new each time we opened a support ticket. The point person on the Ricoh team really knows us and understands our business. It's like having a chief information officer on our staff," said Fleming.

The benefits of Ricoh's hands-on approach were never more evident than in the aftermath of Hurricane Sandy. "Our Princeton office was hit hard, not in terms of damage inside the office, but all the roads around it were washed out, trees were down and the electricity was off," said Fleming. "It was a major problem for our firm because our server was in Princeton. But our Ricoh point person was able to get to our office on the morning following landfall, put our server in his car and take it to our Philadelphia office. He then helped us move all of our computers within 24 hours, so we experienced very little down time. He did this even though his personal residence was damaged by the storm as well. It was a level of dedication to his client that was simply amazing."

### RESULTS

With Ricoh IT Services, Wong Fleming has found a true partner to handle all of its IT needs and even go the extra mile in the face of a natural disaster. "Ricoh has enormously dedicated people. I just can't say enough about them. They're really good at helping us define and execute on a strategic plan for our critical needs today and in the future. However, the greatest benefit of working with Ricoh IT Services is that they make it possible for us to keep our focus on our law practice and serving our clients," concluded Fleming.

[www.ricoh-usa.com](http://www.ricoh-usa.com)