



How Gadens used a PC refresh to transform how they do business

Overview

gadens

Gadens is a leading, independent top 10 Australian law firm with over 95 partners and 700 staff across offices in Adelaide, Brisbane, Melbourne and Sydney. With history dating back to 1847, Gadens vision is to be a preeminent, independent firm renowned for providing outstanding client service, innovative solutions and value.

The challenge

With an obsolete fleet of desktop PC's reducing employee productivity and mobile devices that were slow to run and causing frustration, Gadens in Melbourne realised they needed to invest in a complete PC refresh, and modernise their fleet with Windows 10 devices.

The firm jettisoned their generic "buy what we need" strategy and implemented an over-arching end-to-end strategy to drive their business needs, specifically:

- Support mobility, so staff can work wherever they can service clients best
- Support efficiency with paperless collaboration and meetings using digital ink, pen-based technology and digital document management
- Ensure the right people were using the right devices with the right capabilities.

According to Matt Absolom, IT Help Desk Supervisor, *"This was one of the biggest technology changes for the firm in a long, long time."*

The solution

Several successful infrastructure projects had already built a strong working relationship between Blue Connections, Lenovo and Gadens.

For this project, Gadens and Blue Connections analysed work functions to create four user profiles and then used these profiles to identify the most suitable devices. Gadens reviewed solutions from leading hardware providers and under careful consideration, decided that Lenovo was the best fit solution for their needs.

As Matt Absolom explained, *"We were impressed by how Lenovo management came on board to facilitate what we needed. Also, having choices around tablets and different mobility options helped Lenovo stand out."*

Thanks to Blue Connections, Gadens were able to easily organise product demonstrations, access Lenovo's mobility specialists and were able to leverage their Platinum Partner status to achieve the best price.

“The level of engagement made a difference for us, definitely,” explained Matt Absolom.

From the Lenovo product suite, Gadens identified four best-fit laptop, desktop and pen-tablet devices, Blue Connections then helped Gadens to test these devices against their unique software requirements. This testing involved a pilot program that ensured application compatibility and demonstrated new work-flows, including integrating with Gadens’ new digital document management software, iManage.

The results

As Matt Absolom explains, *“The rollout was super smooth. We received a large shipment of over 1000 unique assets. Imaged them up and rolled them out ourselves in-house.”*

The immediate benefits to Gadens included:

- Conducting meetings more efficiently thanks to seamless remote working, pen-based technology and digital document management
- Allowing staff to work wherever and whenever, be it in client offices, at the office, or from home
- Sourcing devices in bulk at a lower cost thanks to Blue Connection’s ability to negotiate on price and a consistent SOE fleet to reduce maintenance and replacement costs
- Leverage Blue Connections for non-warranty repairs
- Improving staff efficiency thanks to improved device usability and security with an SOE upgrade from Windows 7 to Windows 10
- Modernise staff Hot Desking and Meeting Rooms via shared USB-C Docking and peripherals
- Enterprise grade devices that are thin and light and in line with Gadens modern workplace strategy.

What’s more, the entire project took just five months, including the pilot. Running from September 2017 to February 2018.

As Blue Connections project leader, Michael Kopp, explained, *“Gadens has transformed their business with this PC refresh.”*

They’ve improved their collaboration and client service with digital ink and mobility. This project is a great example of a strong business case, delivering long-lasting business benefits, to a valued Blue Connections client.”

These solutions allowed Gadens to focus on their core vision of providing outstanding client service, innovative solutions and value.

About Blue Connections

Blue Connections is a provider of best-in-class IT solutions to Australian Enterprises and local and state government departments.

We are proud to serve some of Australia’s best known and established companies as well as organisations navigating the challenges of business growth.

Established in 1997, we have grown our business by helping customers grow theirs. We partner with our clients to tailor technology solutions that support desired business outcomes and to allow them to focus on what they do best. In doing so, we design, supply, implement and manage end-to-end technology solutions and services.

Blue Connections are a Lenovo Premier Partner, including Authorised Lenovo Service Agent status.