Alliance InfoSystems

Case Study:
Out of the Shadows
Legal Industry

How a Ransomware Attack Led to IT Empowerment

Where They Started

When this mid-sized law firm first approached Alliance InfoSystems, they were facing serious IT challenges. With headquarters in Towson and remote offices in Bel Air and Belcamp, they had recently experienced a ransomware event that exposed deep vulnerabilities in their infrastructure. Their systems were outdated, including a self-hosted Exchange server and Skype for Business phone system.

Where They Are Now

Today, the firm is operating with a modern, secure, and fully cloud-based IT infrastructure. They've grown in confidence and capability, with nearly all legacy systems retired and a scalable foundation in place for future growth. Their document management, communication, and collaboration tools are now cloud-native, and their network is faster, more reliable, and more cost-effective.

Does this sound like you?
We Can Help!

How We Helped

Leadership Transition & Strategic Support

Following the assessment, this client made the decision to part ways with their IT director. Over time, the helpdesk staff also transitioned out, primarily for career growth opportunities. During this period, we stepped in to provide virtual CIO and CTO-level leadership, ensuring continuity and strategic oversight. As the firm's needs grew, we placed two dedicated Alliance InfoSystems employees onsite to provide consistent, high-quality support

Building the IT Roadmap

We developed a modern IT roadmap to enhance the firm's overall security, performance, and scalability. Key initiatives included:
- Migrating email from on-prem Exchange to Microsoft 365 for improved reliability and security.
- Upgrading from Skype for Business to a modern cloud-based phone system, including vendor review and implementation support.
- Retiring legacy servers by moving services to the cloud, reducing maintenance and improving uptime.

Document Management Transformation

The firm's document management system, iManage, was initially hosted on-premise and plagued by performance issues. We led the migration to iManage Cloud, which dramatically improved system reliability and reduced server dependency. This involved evaluating cloud options, conducting demos, and managing the full transition.

Network Modernization

We upgraded network hardware across all office locations, replacing outdated equipment with Meraki solutions. We also improved internet connectivity by introducing multiple circuits and negotiating with new providers. For example, the Bel Air office saw an increase in internet speed from 10 Mbps to 150 Mbps. These changes not only enhanced performance but also resulted in nearly $12,000 in monthly cost savings.

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