

George Green LLP Case Study

How George Green sourced its IT provision with Oosha technology and expertise

The background

George Green LLP is a full-service law firm based in the West Midlands.

Supplying a range of legal services for both businesses and individuals, including corporate, employment, dispute resolution, family, private client and residential conveyancing. It employs circa 90 people across two offices, one in Cradley Heath and one in Wolverhampton.

The software within the Virtual Desktop:

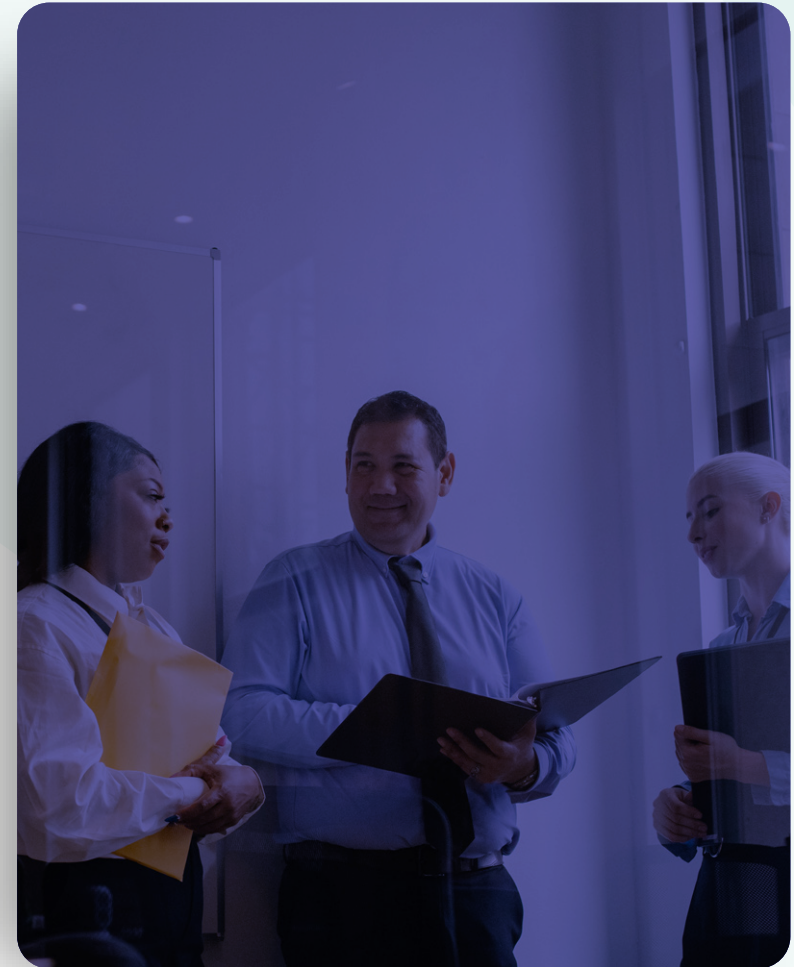
- MatterSphere
- Microsoft Suite i.c Teams
- BigHand
- Swyx
- Oyez Forms
- Isokon
- Civil Procedure
- Adobe Pro

The challenge

George Green's previous IT system was proving to be increasingly outdated and was affecting the efficiency of day-to-day operations.

Historically, George Green had its servers on-site but was conscious of the additional risks involved in terms of business continuity and data security. At the same time, they were nervous about moving to the Cloud.

In addition, George Green had no internal IT function meaning they were unable to either project manage IT change or provide fixes for day-to-day issues.



The solution

George Green turned to Oosha for IT help in September 2016, initially for Oosha's IT Service Desk, benefitting from their extensive experience in supporting UK law firms.

This built the foundations which have recently resulted in George Green selecting Oosha as their cloud partner.

Employees at George Green were highly office-based before the COVID-19 pandemic and had to make adjustments to work seamlessly from home. In January 2022, Oosha helped them deploy the Virtual Desktop solution, which has significantly improved IT performance across the business. The deployment has included a Microsoft 365 roll-out and an upgrade to Matter Sphere V9, its practice management software.

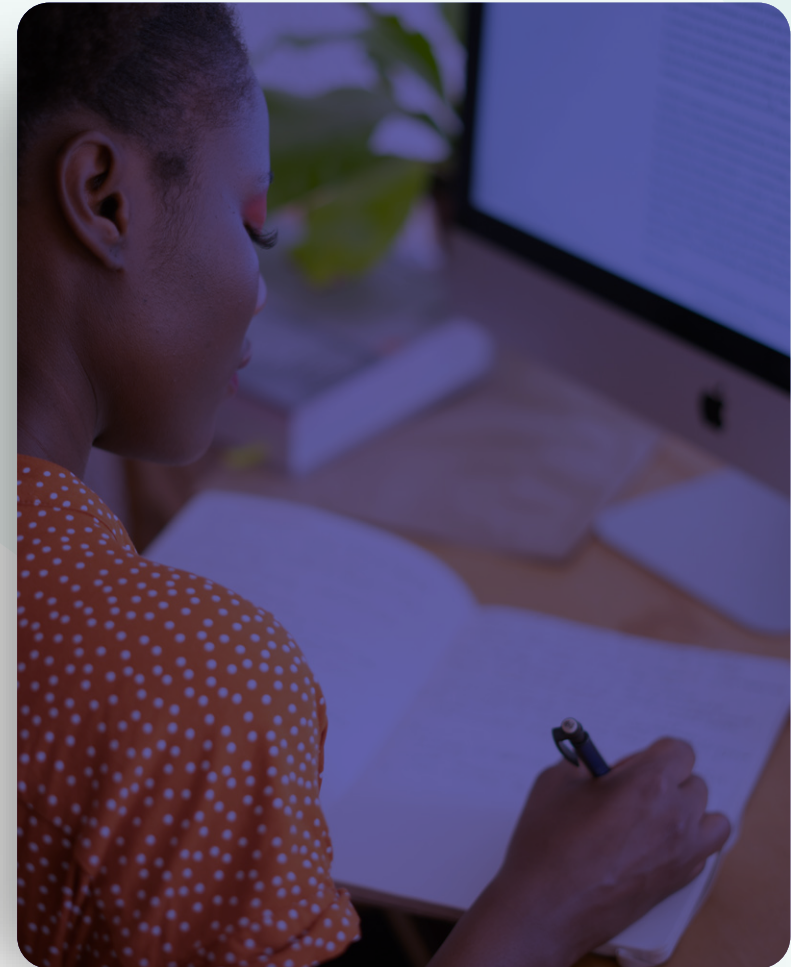
George Green has also been able to use Microsoft Teams to hold secure virtual meetings, both internally and with clients. All these developments have enabled the company to continue providing a high-quality service for customers and have enabled them to encourage more flexible working in the long-term.

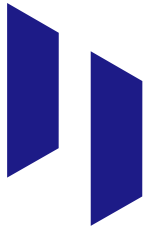


The benefits

The partnership with Oosha has been successful for George Green from technological and operational perspectives:

- **Reduced server footprint:** by moving more data into the cloud and away from on-premise data centres, the company saved in cost, space and carbon footprint terms
- **Streamlined processes:** automation has made the IT infrastructure easier to manage and supports better integration
- **Upgraded software:** with better access to data and applications, staff can easily work from the office, at home or through a combination of the two
- **Strong support relationship:** George Green has developed close links with Oosha's project managers, relationship managers and engineers, giving them confidence that their IT provision is in good hands.





“We were able to move straight into everybody working from home. It was really quite seamless and Oosha were really good.”



Sadie Bannister,
Chief Administration Officer and PA to the
CEO, George Green LLP

The future

The next stage for George Green and Oosha's relationship is through performance evaluation and strategic IT reviews.

This will be done through monthly meetings with their Service Delivery Managers.

As this relationship strengthens, Oosha will be able to identify strategic initiatives that George Green can then explore to support their digital transformation plans.



oosha.co.uk