

Cole, Scott & Kissane Dismiss Circuit Management Issues with IT Innovation

Cole, Scott & Kissane, Florida's largest law firm, partnered with vCom Solutions to offload circuit management, resulting in 43% cost savings and improved IT efficiency, allowing them to focus on core operations without disruptions.



BACKGROUND

Cole, Scott & Kissane, P.A., a law firm located in Florida, has been delivering top legal services for over 25 years. Specializing in business litigation, personal injury, and insurance defense, the firm operates multiple locations and manages two data centers to support its statewide operations.

CHALLENGE

Cole, Scott & Kissane (CSK), Florida's largest law firm with 12 offices and two data centers, faced significant challenges in managing its IT infrastructure. Jason Thomas, the firm's Chief Information Officer (CIO), was responsible for ensuring seamless operations across all locations. However, circuit management had become a major pain point, placing a heavy burden on the IT team. The constant need to monitor circuits, manage tickets, and escalate vendor issues consumed valuable time and resources, making it difficult for the team to keep up with daily demands.

As these tasks grew more overwhelming, it became evident that CSK needed a solution to streamline circuit management. The ongoing strain on the IT department prevented them from focusing on higher-level strategic initiatives that could drive the firm forward. CSK sought a way to alleviate these routine responsibilities, allowing the team to concentrate on broader technology goals and projects that would enhance the firm's overall efficiency and long-term success.

“vCom provides a white-glove service managing the entire circuit lifecycle, including ticket resolution with the provider, so we can focus on more strategic goals.”

JASON THOMAS
COLE, SCOTT & KISSANE
CHIEF INFORMATION OFFICER



IT Under Management

- 29 circuits

Challenges

- Overwhelmed IT team managing circuits across 12 offices and two data centers
- Time-consuming ticket management and vendor escalation
- Disruption of core IT responsibilities and strategic focus

Impact

- 43% saved monthly by switching from MPLS to DIA circuits
- Proactive circuit management, reducing disruptions and ensuring uptime
- Freed up IT team to focus on higher-priority initiatives

SOLUTION

CSK made the decision to partner with vCom Solutions after learning about the company at an ILTACON conference. The positive feedback from other law firms and the promise of vCom's white-glove service were key factors in this choice. For CSK, vCom offered a fully managed service that took over the entire lifecycle of circuit management. From sourcing and installation to ongoing maintenance, vCom assumed responsibility, freeing CSK's IT team from the constant pressure of managing circuit-related tasks. One of the most significant benefits was vCom's proactive management of circuit tickets. Outages were addressed by vCom, often before the firm even noticed, which provided much-needed relief to the IT department. This allowed the team to focus on larger IT initiatives rather than being bogged down by time-consuming circuit issues.

Another valuable feature of the partnership was vCom's Circuit Performance Management (CPM) tool. Through CPM, CSK gained real-time visibility into circuit utilization at the application level, a capability that David DePillis, the firm's Director of IT, described as "beautiful." This enhanced visibility ensured optimal uptime and allowed the IT team to monitor performance proactively, preventing potential disruptions before they occurred. Furthermore, vCom evaluated CSK's bandwidth requirements, leading to a strategic shift from an outdated MPLS system to highly available Direct Internet Access (DIA) circuits. This transition not only increased network reliability but also better supported the firm's growing operations, setting CSK up for long-term technological success and allowing its IT team to focus on more impactful projects.

RESULTS

By partnering with vCom, CSK experienced significant improvements in its IT operations. The shift to DIA circuits, supported by vCom's managed service, resulted in approximately 43% cost savings.

- ✔ 43% monthly savings on circuits
- ✔ Nearly 100% uptime

The firm no longer has to 'babysit' its vendors, reducing business disruptions and improving productivity. The seamless management of circuit installations and performance allows CSK to achieve nearly 100% uptime, ensuring that its IT environment remains reliable and efficient.

