

Step toe and Johnson Making a Case for Better IT Management

Step toe and Johnson PLLC centralized contract and asset management for telecom and mobile services, achieving a 75% reduction in IT workload and enhancing operational efficiency during a critical cloud transition.



BACKGROUND

Step toe & Johnson PLLC is a U.S. law firm specializing in energy, labor and employment, litigation, and transactional law, with over a century of experience. The firm operates 18 offices across Colorado, Kentucky, Ohio, Oklahoma, Pennsylvania, Texas, and West Virginia, employing more than 400 legal professionals.

“Our team loves working with vCom because it allows us to really focus our time on the needs of our clients. They always look for ways for opportunities to help us manage our IT environment better.”

ISIDORE OKORO
STEP TOE AND JOHNSON
CIO

CHALLENGES

Step toe & Johnson's IT team faced growing complexity in managing telecom and mobile services across 14 office locations. Each office required redundancy to ensure reliable connectivity, leading to at least 28 separate telecom contracts, along with numerous mobile device plans to support attorneys and staff. The decentralized nature of contract and asset management made tracking services, negotiating vendor terms, and addressing connectivity issues time-consuming. This inefficiency diverted IT resources away from strategic projects, complicated the firm's cloud migration efforts, and created delays in setting up new offices during a period of rapid growth.

SOLUTION

vCom Solutions provided a centralized platform, vManager, to manage both telecom and mobile services, offering the customer a comprehensive view of all contracts, circuits, and mobile devices. Leveraging vCom's vendor-agnostic approach, Step toe & Johnson gained access to multiple providers that matched their speed, coverage, and pricing requirements.

IT Under Management

- 45 circuits
- 293 mobile devices

Challenges

- Telecom and mobile management spread across 14 offices with redundant services
- Difficulty tracking multiple vendors, contracts, and mobile plans efficiently

Impact

- 75% reduction in IT time spent managing telecom and mobile services
- Faster office setups and reliable connectivity supporting firm expansion
- Significant cost savings and better contract terms through centralized oversight

vManager's single-pane-of-glass interface enabled the IT team to quickly monitor contract statuses, manage circuit performance, and oversee mobile device usage across all locations. In addition to contract management, vCom offered proactive support, resolving connectivity and mobile service issues promptly. This approach enabled the firm to deploy new office locations swiftly while reducing the burden of day-to-day telecom and mobile management.

RESULTS

By partnering with vCom, Steptoe & Johnson reduced IT time spent managing telecom and mobile services by 75%. This partnership provided enhanced visibility into telecom contracts and mobile device plans, enabling more streamlined decision-making and optimized service utilization.

- ✔ Circuits under management: 45
- ✔ Time spent managing telecom and mobile services reduced by 75%
- ✔ Amount of mobile devices: 293

Faster office setup times and consistent connectivity helped support the firm's expansion, while proactive issue resolution minimized service disruptions. The partnership also resulted in cost savings from better vendor negotiations, allowing the firm to reallocate resources towards client services and high-priority IT projects.