



CASE STUDY

Miles & Stockbridge

When Miles & Stockbridge P.C., a law firm with over 200 lawyers practicing in nine offices in the mid-Atlantic region, decided to outsource help desk support for its legal staff, responsiveness and open communication emerged as the two main ingredients for success. Like most firms, Miles & Stockbridge legal professionals place their clients' needs above their own. The firm chose America's Remote Help Desk (ARHD) as its outsourced support provider because of its intimate understanding of the customer-focused culture of a law firm. "We were impressed with ARHD because they understand the demands that our attorneys face every day, and that resolving issues on the first call means more time for clients," said Justin Bowman, User Support Manager, Miles & Stockbridge.

Handling the toughest calls

At Miles & Stockbridge, as in many other firms, calls to the help desk are presented in a wide range of attitudes and varying degrees of urgency—from "any time today is fine" to "I need it yesterday!" ARHD's team approach ensures that only technicians who are familiar with the firm and its unique needs handle calls. Whether it's a question about Microsoft Office or an issue related to the firm's customized document management and billing systems, ARHD's approach has resulted in industry-leading response times.

ARHD delivers a first call resolution rate above 85 percent because its team of technicians gets up to speed quickly on new technologies and software features, and strives to prevent problems before they arise. "Our attorneys are confident that when they call the help desk, they will see immediate results without escalating," said Justin Bowman.

A help desk provider who understands the demands of a law firm

ARHD is handling all Miles & Stockbridge end-user calls regarding any IT-related issue with success because of its deep understanding of the law firm culture. Miles & Stockbridge is an industry leader because its attorneys own their clients' problems; they walk in their shoes. As an extension of the Miles & Stockbridge IT organization, ARHD has demonstrated a similar credo as it has alleviated the technology burden through open communication and responsiveness.