

“They are there when we need them”



We have confidence in Concare IT, who are in control of our equipment and our IT systems. They come up with their own suggestions, when we need to replace computers or update programmes. And they do everything for a very reasonable price.



Ladefoged Law Firm had a challenge. The company had to move its head office and the server had to accompany them. The following was the brief to Concare IT: “We are moving on Friday. By Monday morning, the server and all our IT systems must be up and running again”. On Friday afternoon Concare IT had already moved the server to the new office and made sure that all systems and programs were working.

The company chose Concare IT as their IT provider. This means that Concare IT take care of everything: from maintenance of the server and back-up of the IT system to the replacement and updating of computers, mobile telephones and the installation and updating of programmes. “Concare IT’s main strength is their speed. They are there when we need them. They have staff, who can solve our IT problems here and now. The problems could have to do with our emails or one of our PC programmes,” says Ladefoged.

For a number of years, Concare IT have taken care of Ladefoged’s IT solutions at their offices in Ringsted and Næstved. The cooperation was based on the fact that the law firm needed to expand their server capacity. Instead of replacing the four-year-old server with a new one, which would be a typically standard solution,

Concare IT proposed an alternative. They suggested expanding the server and its life span: for just one-fifth of the price of a new server.

Moving the server

When Ladefoged had to move their head office from a location in Ringsted to the company’s current address, it was Concare IT’s responsibility to ensure that the server and all IT systems were moved and installed in the new building.

The move started on Friday morning. By Monday morning, the server and all the IT systems were to be up and running again, so that all of the company’s 18 staff could get on with their work. Even though the weekend was earmarked for installing the systems, but by Friday afternoon, Concare IT could inform Ladefoged that the server, data connections and all IT systems, were working as they should.

Concare IT come up with their own suggestions

The law firm points out that cooperation with Concare IT is based on the fact that the company’s staff come the moment Ladefoged contacts them about a specific problem, or Concare IT themselves follow up on specific cases. This means that Ladefoged’s IT systems always function and never crash. If any irregularities arise,

a Concare IT consultant is just a telephone call away, so help is immediately on the way.

Each month, Concare IT sends a report of the tasks they have carried out in the preceding month, specifying how much time each member of staff has used. Ladefoged then have an opportunity to make their comments, before the invoice follows. “It is a great solution for us. We have confidence in Concare IT, who are in control of our equipment and our IT systems. They come up with their own suggestions, when we need to replace computers or update programmes. And they do everything for a very reasonable price”.

The Danish Ladefoged law firm is one of Ringsted’s oldest and best known law firms, who specialise in giving advice, particularly to small and medium-sized companies.



Results

- One total solution provider
- Trust is essential
- They are fast
- No downtime on IT systems
- Reasonable prices

