



FROM OUTDATED SYSTEMS TO A SECURE, SCALABLE LAW FIRM

How Attentus Modernized
Legal Operations Infrastructure



How server upgrades, software modernization, document management improvements, and Office 365 migration helped a growing law firm improve security, productivity, and client service.

Executive Summary

A 10-member law firm serving an expanding client base in business law, personal injury, and estate planning was running on end-of-life systems and outdated enterprise resource planning (ERP) software that they could not upgrade, creating real security, compatibility, and productivity risks.

Every day they kept working with that aging infrastructure, the risks kept stacking up. So it was clear they needed to rebuild their technology foundation. To do so with minimum disruption, this law firm turned to Attentus Technologies.

After a comprehensive review of the problem, and with the law firm's go-ahead, we upgraded the aging server hardware, installed updated software, implemented Worldox and Tabs3, and migrated the firm from on-premise Exchange to Office 365.

Now the Law firm operates with a safer, more stable, more compatible technology environment that supports better client service and future growth.

About the Client

Our client was a 10-member law firm specializing in business law, personal injury, and estate planning.

For a firm like this, technology isn't a back-office concern. It's woven into everything.

Every single day, there must be fast, reliable, and secure access to documents, case files, billing data, and client records. If not, serious repercussions like missed deadlines, lost revenue, and damaged trust could follow.

Unfortunately, the technology infrastructure that once served this law firm efficiently for years was now outdated, making it harder to manage and riskier to maintain, especially as they started to serve an expanding client base.

The Problem: Outdated Infrastructure Was Holding the Firm Back

As highlighted, this law firm's technology had aged out.

Their server hardware and systems had reached the end of their useful life, and their ERP software was now behind the times.

This meant that they no longer received vulnerability support, and software vendors stopped developing protections or updates for them.

In addition, they couldn't upgrade critical lines of business applications or integrate modern technology solutions into their existing setup.

For a law firm like this one, such outdated technology is not just frustrating.

It creates real operational and financial risks, not least of which include:

- Missed deadlines
- Lost billable time
- Inability to access client files
- Security vulnerabilities
- Poor document management
- Inefficient billing and accounting workflows
- Limited ability to use modern legal software

That's why they needed to regain the security, compatibility, and flexibility they once enjoyed.

But how could the law firm safely modernize its infrastructure and migrate data with little to no downtime? That's where a partnership with Attentus Technologies proved invaluable.

The Attentus Solution

When the client approached us, we first listened to make sure we truly understood their pain points.

From there, we conducted a thorough analysis of the firm's network and systems, which revealed this wasn't going to be a "rip and replace" operation but a methodical one that would move the firm from a patchwork of legacy systems to a fully integrated, modern environment.

Our modernization plan focused on three things. Stability. Security. Usability.

More specifically, Attentus Technologies:

- Upgraded the firm's server hardware to create a more stable, reliable foundation
- Installed a fresh Windows environment to eliminate compatibility issues at the OS level

- Upgraded the firm's Worldox document management system for smarter, more organized file handling
- Equipped the firm with Tabs3 practice management software
- Migrated email from an outdated on-premise Exchange server to Office 365

Every step was managed to minimize disruption, keeping the firm operational throughout the transition.

The Results

The transformation was exactly what the firm needed.

What had been an unsafe, unstable, and increasingly incompatible work environment became something the team could actually rely on.

Here's what that looked like in practice:

Result #1: Stronger Security

Updated, supported operating systems closed the security gaps that had been quietly accumulating for years. The firm could finally move forward knowing its systems and client data were protected.

Result #2: Better Compatibility

A fresh Windows installation and the move to Office 365 solved the compatibility puzzle that had been limiting the firm's software options. They could now access tools that simply weren't available to them before.

Result #3: Improved Document Management

With Worldox upgraded and properly implemented, the firm gained a robust set of document and email management tools, including file sharing, intelligent search, and process automation that saves real time every day.

Result # 4: More Efficient Practice Management

Tabs3 and PracticeMaster gave the firm control over its billing workflows, electronic case files, and day-to-day practice management. What used to be manual and time-consuming became streamlined and customizable.

Result #5: Improved Client Service

Perhaps most importantly, the firm's attorneys can now spend more time on what actually matters. Reliable systems mean less time fighting technology and more time serving clients, which was the whole point of this transformation.

In a nutshell, the firm transitioned from an environment that worked against them to one that worked for them.

When "Still Working" Becomes a Liability

Many law firms delay technology upgrades because legacy systems still appear to "work." But just because something "works" doesn't mean it's the best solution or that it will even continue "working" into the future.

The reality is that outdated systems often fail quietly long before they become completely unviable.

It all starts when security patches stop coming in, software becomes incompatible, and then one day workflows slow down, your team spends more time fighting technology than serving clients, or maybe there's a breach.

All this goes to say that end-of-life systems are not just an I.T. issue. They are a security, productivity, and client service risk that compounds the longer modernization is delayed.

The Attentus Difference

A lot of I.T. providers can help you upgrade hardware and install software. What sets Attentus Technologies apart is how we approach the entire process.

We help our clients:

- **Identify their infrastructure risks**
- **Break down complex upgrades into manageable phases**
- **Reduce migration downtime**
- **Improve software usability**
- **Stay secure and scalable, now and in the long term**

That way, you end up with a solution that actually works for you.

For instance, with this law firm, the goal was never just to modernize the technology. It was to modernize it in a way that kept the practice running, protected sensitive client information, reduced complexity for the team, and set the firm up to grow without technology becoming a bottleneck again.

As the leading provider of I.T. services in Bellevue and Seattle, you can count on Attentus to Make I.T. simple, not scary.

Is Outdated Technology Putting Your Law Firm at Risk?

When systems approach end-of-life, it's not a matter of "if" but "when" something will go wrong.

Don't wait for that fateful day. Get ahead of it with Attentus Technologies.

Schedule an operations infrastructure assessment today to learn how you can modernize without unnecessary disruption to your business.

About Us

We care about our customers and we make your business our business. As the leading provider of I.T. services in Bellevue and Seattle, we focus on making I.T. simple, not scary. We provide friendly, hands-on support 24/7.

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