

Systems and Information Security Services

Manage your firm's IT infrastructure and secure your data with less effort, cost, and risk



Keep Pace with Changing Technology Needs

There is an increasing need among law firms for business systems that run efficiently and securely. These systems continually increase in complexity as technology evolves at a dizzying pace. Not only do firms need to manage software application instances effectively, but the hardware upon which the software runs needs to operate at peak performance. In this data-intensive environment, firms also need to manage large databases that organize data and secure the environments in which the data resides. Most law firms do not have specialists on staff with the expertise or bandwidth needed to handle these tasks. Wilson Legal Solutions' systems and information security services team helps meet these needs.

Key Differentiators

- Deep technical expertise with system and enterprise solution design, database design and administration, business continuity, and disaster recovery development, training, and support
- Cross-industry perspective in the legal, finance, and high-tech industries that bridges infrastructure, development, and user experience
- Trusted services partner that meets the needs of law firms worldwide
- Proven ability to architect robust enterprise solutions based on business needs, with exceptional attention to detail
- Certified services partner with Thomson Reuters Elite and Intapp to enable best practice insight

Overview of Services

System Services

Application-Specific

- **ELITE 3E and Enterprise Setup:** Initial installation, server configuration, hardware, and architecture evaluation
- **ELITE 3E and Enterprise Ongoing Support:** Instance management, performance optimization, and maintenance
- **Intapp Software Services:** Certified services for all Intapp products to support implementation, customization, and training

Database

- **Microsoft SQL Server:** Performance, management, database and server maintenance, and security management

Enterprise-Wide

- **Cloud and Hybrid Computing:** Assessment of current state and the design of a road map to transition to the cloud
- **Security and Mobility:** Best-practice advice and assistance to build a modern mobile enterprise without sacrificing security
- **Business Continuity and Disaster Recovery:** Planning, evaluation, implementation, testing, ongoing management, and emergency response

Information Security Services

- **Comprehensive Review and Remediation:** Review current security practices, develop current state documentation, and identify risks and threats
- **Best Practices and Process Improvement:** Develop a security road map, make recommendations, prepare detailed documentation, and provide advice regarding cloud migrations and security decisions

System Services

Application-Specific

Elite 3E and Enterprise Setup

The setup service includes initial installation, server configuration, hardware and architecture evaluation. Our consultants build new servers for first-time installations. We build new environments and clone the production environment for development and testing. We also evaluate new environments to confirm adequacy and assess capacity.

Elite 3E and Enterprise Ongoing Support

The ongoing support service provides instance management, performance, and maintenance. It offers:

- **Technical support for software conversions and pre-go-live tasks:** Our consultants take on cloning, builds, and other technical activities.
- **Non-conversion-related instance management:** Our consultants provide service for a designated number of hours each month to assist with all cloning, creating, and deleting needs.
- **3E instance performance assessment and optimization:** Our team gathers information regarding user experience, whether there are repeated pain points, and if related hardware/software components are maintained properly. We then provide options and a comprehensive plan of action.
- **Scheduled instance refreshes:** We take on scheduled refreshes of your development, test, training, and user acceptance testing environments to bring them in line with current data and customizations from the production environment.
- **Stock instance creation:** Our team strips all customizations for your software instance while preserving the data and helps troubleshoot performance and data integrity issues.

Intapp Software Services

Wilson Legal Solutions is certified to provide services for all Intapp products, allowing firms to effectively align business operations with business strategy. Our consultants specialize in implementation, consulting, technical, and business analytics services for Intapp Open, Intapp Flow, Intapp Time, and Intapp Walls software.

Database

Microsoft SQL Server

SQL Server database administration services address performance, management, database and server maintenance, and security management. The services address:

- **SQL server installation, configuration, and management:** Our team helps with building new database servers as well as planning and running projects to migrate old databases to new servers for upgrades and/or conversions.
- **Database performance and maintenance evaluation:** Our consultants evaluate how the firm's databases are being maintained and make recommendations and improvements to achieve reliable performance.
- **Database security:** We evaluate the firm's database server(s) and provide recommendations on how to properly manage SQL server security to minimize security risks.

Enterprise-Wide

Cloud and Hybrid Computing

Cloud and hybrid computing services result in an assessment of the firm's current state and the design of a transition road map.

Security and Mobility

Security and mobility services provide best-practice advice and assistance to build a mobile enterprise without sacrificing security.

Business Continuity and Disaster Recovery

Business continuity (BC) deals with temporary interruptions to your technology systems, while disaster recovery (DR) deals with catastrophic interruptions. Both necessitate a plan, which our team offers through the following services:

- **BC/DR procedure evaluation:** We assess existing procedures, and if they do not exist, we develop them based on the firm's specific hardware/software setup, recovery objectives, and business continuity needs.
- **Development of test plans:** Our consultants prepare plans and conduct tests to help ensure ongoing BC/DR readiness and that the firm's procedures are valid, adequate, and up-to-date.

Information Security Services

Comprehensive Review and Remediation

This service enables a review of the firm's security procedures across all areas and departments. Our team interviews employees and reviews the current security model, related rules, mobile device policies, and employee termination practices. We develop current-state documentation and identify risks and threats associated with current processes.

Best Practices and Process Improvement

This service helps the firm to establish best practices and improve processes. Our consultants develop detailed documentation of proposed new processes and provide recommendations to achieve the improved state. We develop a security road map to help protect against increasing threats posed by modern technology. We provide advice regarding cloud migration and the security decisions associated with it to help avoid common mistakes.