



Itec's Solution for Tim du Toit Attorneys **Reduces Costs & Secures Data**

Itec Edge

CASE STUDY

Tim du Toit Attorneys is one of South Africa's longest-standing legal practices, with offices in three cities.

Recognising that its existing print, connectivity, cybersecurity, and telephony set-up no longer served its needs, the practice worked with its long-term managed business services provider, Itec, to optimise, replace, if necessary, and bring the elements together in a cost-effective solution that is future-proof and capable of supporting growth going forward.

The Company

When Tim du Toit Attorneys opened their doors 90 years ago, email didn't exist, document management consisted of manually filing information in large libraries, and the term 'cybersecurity' couldn't be found in the dictionary. A lot has changed in the industry, but legal practices still face immense pressure to account for every piece of information. With more stringent governance requirements like the Protection of Personal Information (POPI) Act and added cybersecurity risks, modern South African law firms must constantly reinvent their business practices.

Tim du Toit Attorneys is a top law firm in South Africa, known for expertise in commercial, litigation and property law, particularly in corporate and financial services. Over the past decade, they have turned to Itec to help manage their technology needs, improve efficiencies, and protect data. This was especially important because they work with several banks that require high security and regularly test Tim du Toit Attorney's network security.



The Problem

The legacy telephony system which had been in place for over 10 years was at risk of failure. Costs associated with new equipment, as well as the cost of upgrading the Telkom infrastructure and ADSL data lines from multiple providers, were a concern for the firm. However, the new Mitel IP hosted solution suggested by Itec Edge not only made financial sense, it also mitigated risks commonly associated with outdated infrastructure.

Itec Edge's analysis of the print environment revealed that existing print hardware was outdated and would need to be replaced across all three locations without impacting business continuity. In its current form, printers were unable to process the scanning of large document packs, negatively impacting productivity.

In terms of connectivity and security, all three offices were running off a centralised internet breakout, driving up costs and putting operations across the country at risk if the main breakout site went down. We knew we needed to move over to centralised SD-WAN to improve performance and enforce security policies across the network.



The Solution

By understanding the customer's requirements and risks, Itec Edge implemented a full Mitel IP hosted solution with fibre infrastructure running on separate voice and data LAN networks. This new system is better placed to effectively reduce overheads of long distance charges and eliminates the need for on-premises hardware.

The overall size of the print fleet was reduced, and new devices were strategically selected for their features. With the practice not having a need for A3 printing, only A4 printers were installed, thus reducing the total cost of ownership. Due to the size of the document packs that legal practices work with, two high-volume scanners now provide bulk scanning capabilities. To mark our promise of uninterrupted workflow, the units were set up and programmed on-site, ready to plug-and-play.

Itec Edge was able to use the existing Firewall Solution to create an SD-WAN solution to align with the needs of Du Toit's greater performance, lower costs, improved security, and enhanced agility. By simplifying the management and configuration of network resources through centralised controllers and automation, IT teams are able to identify issues faster and, employees have a greater bandwidth and cloud services are able to run smoother. The new SD-Wan platform also allows the enforcement of compliance regulatory requirements through centralized control and visibility, an important feature for the firm and its clients.

During the upgrades, Itec mitigated challenges by planning strategically, hand-in-hand with the provisioning team, and by having technicians available both on-site and remotely to immediately resolve any potential issues during the migration.

Telephony 

Print 

Connectivity/
cybersecurity 

 **TIM DU TOIT**
ATTORNEYS

“ Itec Edge made it their business to understand our business before suggesting any changes. Only when they fully grasped our requirements and unique risks did they bring suggestions to the table. The solutions that have been implemented support growth within our practice, have helped to contain day-to-day costs, and ensure that our data is at all times secure and trustworthy.

Austin Schreiber, Director at Tim du Toit Attorneys ”



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