

Solutions & Success

The Inside Story





Meet MacCallum Law Group

Over the past 40 years, MacCallum Law Group has grown from a small firm in Langley, BC, to a bustling family-oriented law practice made up of 20 dedicated employees. With specialties covering various needs—including corporate and commercial law, real estate, and estate planning, among others—MacCallum Law Group treats its community the same way it did when it began: with the small town courtesy and companionship that got them where they are.



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MacCallum Law Group Was Looking For An IT Company That Matched Their Approach To Service

When she first joined the firm in 2013, it quickly became apparent to General Manager Sophie MacCallum that the IT company serving the firm simply wasn't providing the kind of support that matched the firm's commitment to a neighborly relationship. As MacCallum puts it, the firm was being duped.

According to MacCallum, the provider was giving some of the less technology-savvy members of their team inflated and expensive solution recommendations that were being signed off on. They weren't nearly responsive enough to support requests. Furthermore, this provider appeared to have little experience with the solutions that a law office would use, and there was no security management included in their offerings.

From cumbersome and redundant servers to a complete lack of continuity in the service experience, things just weren't working for the neglected law firm.

This Simply Wasn't Acceptable

Of course, law firms are notoriously reliant on technology nowadays, and MacCallum Law Group is no exception. With their whole team working in specialized applications and email communications, technology is crucial for their assorted work tasks, in addition to their record-keeping, financial, and administrative needs.

However, when that provider was bought out and the service quality declined even further, that was the last straw. At that point, MacCallum took over and quickly sought out a new provider. Fortunately, she didn't have to look very far to find one. In fact, she only had to look next door, at the suggestion of the firm's accountant.

"Next Door" is Where Coleman Technologies is Located

In keeping with their neighbourly attitude toward doing business, MacCallum Law Group found Coleman Technologies about as close by as they could get, being just one building over. Once this connection was made, Coleman Technologies got right to work, implementing their managed IT services and fixing the issues that the previous provider had left behind.

Most Importantly, Downtime is All but Eliminated

Thanks to Coleman Technologies' intimate knowledge of MacCallum Law Group's systems, the law firm has seen direct benefits to their operations. Not only is their technology now managed and protected through the managed services that Coleman provides, the law group also has on-demand access to a help desk for all of their IT support needs.

The protections that Coleman Technologies introduced to the network help to mitigate many threats, allowing the law group to focus on their work. Their productivity software and remote access capabilities now enable their tasks to be much more flexible—a huge benefit during a time when remote work is so crucial.





The care and service that they provide is just so beneficial to our users because things actually get fixed, and it's not just a Band-Aid. They get to the bottom of the problem, they resolve it, they know and have a very intimate working knowledge of our system."

- Sophie MacCallum,
General Manager of MacCallum Law Group

These changes have had ongoing benefits. One of the firm's accounting programs unexpectedly became corrupted at one point and was projected to set them back by weeks. However, with the help of Coleman's backup solution, the lost data was able to be recreated.

MacCallum Law Group is Happy

Thanks to the services provided by Coleman Technologies, the MacCallum Law group has been able to work more effectively, both in-office and remotely. They are wholly confident in the quality of service delivered by the Coleman Technologies team. To learn more about how you could benefit from managed IT services offered by Coleman Technologies, give them a call at **(604) 513-9428** or visit **colemantechnologies.com**.

