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Customer Success Story

Parkinson Wright



QualitySolicitors
Parkinson Wright



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Overview

Parkinson Wright, a leading legal firm with multiple offices, faced significant challenges with their outdated IT infrastructure. Their primary office in Worcester was reliant on an on-premise server solution, supplemented by Citrix for remote branches. However, as technology evolved and remote working became more prevalent, their existing setup proved increasingly inefficient and unsustainable. The firm encountered frequent storage shortages, slow system performance, and a lack of flexibility for remote work, all of which hampered productivity and user experience.

Recognising the need for a future-proof solution, Parkinson Wright sought a trusted IT provider to help them modernise their infrastructure. After careful consideration, they chose EBC Group due to their expertise, customer-centric approach, and proven track record in delivering comprehensive IT solutions. The transition to EBC Group involved a strategic phased roll-out, ensuring minimal disruption while implementing state-of-the-art cloud solutions, enhanced security measures, and improved accessibility.

Today, the firm benefits from a streamlined, efficient IT environment that empowers staff with seamless remote access, reduced downtime, and a robust, scalable infrastructure for future growth.

About Parkinson Wright



Delivering professional, expert and cost effective advice.

Parkinson Wright are one of the largest and most respected firms in South Worcestershire. They were established in 1962 to deal primarily with residential conveyancing. Taking pride in delivering clear, practical advice while ensuring that their clients receive the highest level of service and support.

Today, they have an excellent reputation not just for conveyancing but also Commercial, Family Law, Litigation (dispute resolution), Personal Injury, Employment, Wills, Probate and Trusts. They are also the only Solicitor Estate Agents in Worcester.

Challenges at a Glance



Outdated on-premises server solution at the head office: The firm relied on an aging on-premises infrastructure that was no longer capable of supporting modern business needs.



Hybrid Citrix and Windows 10 setup causing inconsistency: Different branches operated on different systems, leading to inefficiencies and complications in IT management.



Storage shortages which disrupted workflow: The limited storage capacity resulted in occasional issues with document management and operational efficiency.



Inability to manage IT remotely, requiring frequent site visits: The IT team had to be physically present to make adjustments or resolve issues, causing delays and increased costs.



Increasing demand for remote and hybrid work flexibility: The existing setup lacked the capability to support employees who needed to work from home or outside the office.



Slow system performance, causing significant productivity losses: Employees faced long startup times and sluggish response rates, impacting daily operations and efficiency.

“If you want the very best, you’ve got to go out and find it. It’s not just going to walk up to you and present itself.”

– James Thompson, Partner, IT (Quality Solicitors Parkinson Wright)

Solutions at a Glance



Transition to a fully managed cloud-based IT solution: Migrated the firm's IT infrastructure to a cloud environment, improving accessibility, performance, and scalability.



Standardised and upgraded hardware and software across all locations: Introduced uniform equipment and software updates to ensure consistency and compatibility across offices.



Remote access capabilities, allowing seamless work-from-home options: Enabled employees to securely access their work environment from any location, improving flexibility and business continuity.



Implementation of a structured, phased roll-out for minimal disruption: Upgraded IT systems in stages to ensure a smooth transition and prevent operational disruptions.



Enhanced IT support with real-time issue resolution: Provided proactive and responsive IT support, reducing downtime and addressing technical issues swiftly.



Increased system reliability and security measures: Implemented advanced security protocols and backup solutions to safeguard sensitive legal data.



Reduction in downtime and improved overall efficiency: Improved system uptime and performance, allowing staff to focus on their core legal work without IT-related obstacles.

The Challenge

Parkinson Wright had relied on an on-premises IT setup that had gradually become outdated and not fit for purpose. The infrastructure, which was over six years old, struggled to meet the firm's evolving needs, particularly as remote working grew in demand post-COVID. Staff frequently encountered system slowdowns, with machines taking up to an hour to boot up. The hybrid IT environment, with some branches using Citrix and others relying on local machines, created inconsistencies that made IT management more complicated and inefficient.

Another significant challenge was the general fluctuation of staff, requiring IT setup adjustments. The firm's existing setup did not allow for remote management, meaning IT personnel had to physically visit locations to configure new devices, causing delays and inefficiencies. The existing IT provider was slow to respond to critical issues, leading to prolonged disruptions and frustration among staff.

The firm also faced ongoing issues with storage limitations. Given the nature of their work, large volumes of sensitive legal documents needed to be stored securely and accessed quickly. The existing system frequently ran out of space, forcing employees to delete or move files manually. A more robust and scalable storage solution was necessary to prevent workflow disruptions.

Security was another pressing concern. With cyber threats on the rise, the firm required enhanced security measures to safeguard data. A comprehensive approach to security was essential to ensure regulatory compliance and protect sensitive information from evolving threats.

The firm struggled with outdated hardware that could not support modern legal software applications. Many of their critical tools, including case management and transcription software, were running on aging machines, causing frequent crashes and slow processing times. This led to delays in case preparation and impacted overall efficiency, making it increasingly difficult for the firm to go about their day-to-day tasks.

Parkinson Wright recognised the need to enhance their business continuity and disaster recovery strategies. Without a reliable backup solution, there was a potential risk of system failures or cyber incidents impacting operations. Strengthening their recovery plan became a priority to minimise disruptions to employee workflows, client communications, and overall business operations. Implementing a robust backup and recovery strategy would ensure greater resilience and uninterrupted service delivery.



"The more experience we had with EBC Group, the more positive it was. We never experienced any issues."

- Cyril Arridge, Managing Partner (Quality Solicitors Parkinson Wright)

The Solution

EBC Group worked closely with Parkinson Wright to understand their long-term goals and technological needs. After extensive discussions and assessments, the decision was made to transition to a cloud-based infrastructure. While the financial investment for a cloud solution was initially higher than maintaining on-premises servers, the efficiency created in staff with the new system far exceeded any additional costs, with considerable cost savings being seen post installation. The firm recognised that in the long run, a cloud environment would offer greater flexibility, security, and scalability. The transition allowed employees to seamlessly access their work environment from any location, significantly improving productivity and user experience.

EBC Group upgraded the network infrastructure, replacing outdated routing hardware, and deploying new, faster leased lines to create a private, dedicated and secure network with centralised firewalling. The transition was executed in phases, ensuring minimal disruption to daily operations. Employees no longer had to endure long wait times for their machines to boot up—what once took up to an hour for Citrix users was reduced to mere seconds. With EBC Group's cloud solution, employees could now log in securely from any device, experiencing the same work environment whether they were at home, in the office, or at another branch. This flexibility became crucial as more employees sought hybrid working arrangements post-pandemic.

EBC Group's managed IT services not only modernised Parkinson Wright's infrastructure but also introduced a highly responsive and proactive support system. With a dedicated helpdesk and a real-time service portal, employees now have direct access to expert assistance whenever issues arise. The service portal enables seamless two-way communication, allowing users to track the status of their requests, receive timely updates, and provide feedback—all in one centralised platform. This streamlined approach has significantly reduced downtime, ensuring that technical issues are identified and resolved promptly. Instead of waiting hours or even days for a fix, staff can now expect rapid response times, allowing them to remain productive and focused on their work. The improved support structure has also lightened the load on Parkinson Wright's in-house IT team, freeing them up to focus on strategic initiatives rather than daily troubleshooting.

EBC Group delivered a superior support experience. With their proactive monitoring and dedicated support portal, problems were identified and resolved swiftly. The firm's IT team gained real-time visibility into issues, allowing them to escalate concerns directly to knowledgeable engineers. This seamless communication and responsive service cemented Parkinson Wright's confidence in EBC Group as a trusted IT partner, making their transition to a managed IT provider both successful and transformative.

“The one thing you can't put a value on is downtime, the less of it you have, the more money you make.”

– Cyril Arridge, Managing Partner (Quality Solicitors Parkinson Wright)



Why EBC Group?



Parkinson Wright chose EBC Group as their IT provider due to their seamless communication, efficient support system, and innovative customer portal. Over time, Parkinson Wright had developed a strong and positive working relationship with Mike Bridges and James Whitehouse from EBC Group. Any issues they encountered were promptly and efficiently addressed by the support team.

In many cases, the ability to resolve issues quickly was far more important than the technical nature of the problem itself, whether it involved the phone system or servers. Even a brief disruption in phone service can have a significant impact on their operations. The more Parkinson Wright worked with EBC Group, the more confident and satisfied they became with EBC Group's service. Ultimately, they reached a point where they felt comfortable consolidating all their IT needs with EBC Group, knowing it was the right choice for their firm.



Your local legal experts, offering a full range of legal services.

For You: Whether you are moving home, making a will or dealing with a family matter you can feel comfortable knowing that you are getting expert legal help. We can also advise you on any employment, dispute resolution or personal injury issues.

For your Business: We can provide legal support and practical advice for all aspects of your business from employment law to commercial and property law including planning, environmental and rural services matters.



Our goal was always to make everything uniform—everyone had the same equipment, the same way of logging in, and it was just easy.

– James Thompson, Partner, IT (Quality Solicitors Parkinson Wright)

The Transition to EBC Group

Once the necessary requirements were agreed upon, the project was divided into manageable phases to ensure a smooth transition. The first step involved updating the firm's infrastructure, including switches, routers, Wi-Fi, and new leased lines to support all operations. By handling each stage methodically, the team ensured that any issues could be isolated, allowing for a clearer identification of root causes without the complexity of multiple changes happening simultaneously.

This phased approach minimised risk and allowed staff to adjust gradually. The introduction of uniform IT systems made operations more efficient, and staff no longer faced the frustrations of slow boot times or inconsistent access between locations.

EBC Group upgraded Parkinson Wright's entire IT infrastructure, with the exception of the phone system, which remained unchanged. EBC Group did however assist in updating this existing Swyx system to the latest version, ensuring it stayed compatible with the new environment.

This new-found flexibility has proven invaluable for the firm, particularly during unexpected circumstances such as transport disruptions. Employees can now easily work from home if necessary, ensuring that the firm's operations continue without disruption. The transition also led to fewer technical issues, as employees no longer have to relearn how to access systems when working from different locations. With standardised equipment and a uniform system across all departments, employees can easily move between teams without disruption to their workflow. This consistency has alleviated many of the frustrations previously experienced when switching between different devices or workstations.

Did Parkinson Wright Experience Downtime?

During the transition period, Parkinson Wright did not experience significant downtime or disruptions in their operations. While some software updates were required, such as the introduction of new versions for case management and transcription software, these updates were implemented with minimal disruption. By aligning all upgrades to occur simultaneously, employees were introduced to a cohesive and unified environment without confusion from multiple system changes.

The transition to EBC Group has had a profound impact on Parkinson Wright's operations, making their IT systems more reliable, efficient, and scalable for the future. The firm's employees now enjoy a smoother and more consistent work experience, whether in the office or working remotely.

Conclusion

"The quality and resilience is night and day from what we had before."

By partnering with EBC Group, Parkinson Wright has undergone a transformative upgrade to their IT infrastructure, significantly improving efficiency, flexibility, and reliability. The transition to a fully managed IT provider has enabled the firm to streamline their operations, eliminating the challenges associated with outdated systems and inconsistent performance. EBC Group's approach has not only addressed the firm's immediate needs but also laid the foundation for future growth and scalability.



The firm now benefits from standardised systems that ensure all employees, regardless of department or location, have access to the same seamless and consistent work environment. This uniformity has reduced the complexity of IT management, enabling Parkinson Wright to operate with greater cohesion and less technical disruption. EBC Group's proactive support means that issues are addressed before they become major problems, further enhancing system reliability and minimising any potential impact on day-to-day operations.

The firm's IT infrastructure is now future-proofed, with the scalability to support further expansion and the integration of new technologies as the firm's needs evolve. With EBC Group's expertise and ongoing support, Parkinson Wright is well-positioned to adapt to future challenges, enabling them to stay ahead of industry demands and continue delivering exceptional services to their clients.

The partnership with EBC Group has significantly enhanced Parkinson Wright's IT capabilities, empowering the firm to operate more efficiently, and with greater flexibility. The firm can now confidently move forward, knowing that their IT systems are equipped to support their growth, meet future demands, and keep their staff working at peak productivity, regardless of location.



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