



How a Boston Lawyer Expanded His Clientele to New Market Segments By Having a Reliable Network

A law firm's primary tool is its computer network. But when Boston lawyer Javier Pico, who handles immigration and real estate matters, found that his computers were getting hit by worms and viruses, and were down for two weeks, it cost the law firm thousands of dollars. And, to add insult to injury, he had to wait for the technician to update or fix his computers!

"We depend on our computers and equipment to function properly. If our systems are down our ability to do our work is reduced or shut down completely," says Javier.

"Computer Problems are History to Us"

When a friend recommended Mark Aronson of MLANS Inc., Javier found that computer problems were a thing of the past.

"The whole IT and systems area is something we don't have to think about now. It works so well! Before, we were always thinking about hackers and conflicts. Everyone is much happier. Whenever we need an update, Mark does it properly and it works. By having the system work I can focus on generating business. I can focus on ensuring that the employees are working properly and that they are happy here, and focus on productivity, not the computers," says Javier.



Javier Pico

Law Firm Now Attracts Tech-Savvy and Out-of-State Clients

Before working with MLANS, Javier's law practice had included only clients he could meet in person. Now, thanks to a reliable IT infrastructure and the resulting ability to interact with clients online, his practice is growing with a wider type of clientele.

"It has expanded our ability to service our clients. We now have different clients who prefer interacting by telephone, online or through email. We have clients in different states and we can send forms and documents by Internet. We are more flexible and are more available to a wider type of clientele, which is allowing us to grow," says Javier.

Remote IT Support Proves Effective and Reliable

Javier Pico has found that working with a New Hampshire-based IT firm is not a problem.

"Mark has the ability to work from New Hampshire or anywhere in the world. As soon as we call him, he's there, he's online, and he has the ability to fix our problems. We only need to see him once or twice a year for a major overhaul," says Javier.