

Thanks to Trustworthy Computers ...

Nashua Family Law Specialist Steers Clients Through Stormy Waters



When family problems or marital difficulties escalate to the point of needing legal help, the family law specialist can be a rock in stormy waters. But the lawyer's responsiveness, availability, and rapid answer to questions can be hindered by a slow or malfunctioning computer.

Lawyers Struggled with Down Computers

Shanelaris and Schirch, a Nashua family law firm, had been experiencing computer problems before hiring MLANS, Inc..

Partner Cathy Shanelaris says, "We had a couple of different computer sales people, but they weren't specialists in hardware or software and they operated in crisis mode, patching things up. It was difficult to keep the computers running. There were conflicts with trying to install new software." She felt particularly frustrated when the computer people had to return because something was done wrong or was not operating correctly. "When the computer systems are down, we can't be talking to our clients, looking at our calendars, or updating our billing program. The most important thing is to keep us operating," Cathy says.

Cathy recalls a computer that crashed because of a virus and was down for days, a particularly devastating experience. Finally, Mark Aronson determined that the antivirus software was interfering with the firm's software and he fixed the problem.



Cathy Shanelaris

Law Firm More Productive Now

Since then, the law firm hired MLANS, Inc. to take care of its computers. The busy attorney says, "Everything is done right the first time, every single time. Problems are infrequent. We don't have to worry about our computers. When we come in, we turn them on and get right to work. This consistency is important to our productivity. Whenever we call MLANS, someone is typically here that day, in a few hours. It keeps us operating."

Server Enhances Coordination and Saves Time

The growing practice required better internal coordination, with the ability to share calendars, email, and files. A server was the natural next step.

Cathy says, "Our business operates smoothly and quickly. We can see each other's documents, calendars, and emails, and doing business is a lot easier now for attorneys and for staff as well. They don't have to ask us for information because they can just see it on the computer. When clients call I can find the information right away. We can email invoices to clients and can do everything electronically if we choose to do it that way. The time saved allows us to be very productive. When we talk with other attorneys who don't have networked systems, it just seems archaic in how they have to operate."

Cathy had expected the server installation to take days, but was pleasantly surprised that it took a few, quick hours. She recalls, "I was very impressed that Mark allowed us to keep working while he was transferring the software and getting our server up and running. It was an enormous help that we didn't have to shut the office down, stop taking calls or postpone seeing clients."

"Virus protection now works in background on the server and does not interfere. As a result, I feel very safe. Security is a very big issue for us."

Cathy trusts Mark to deal fairly with her: "Mark first made an honest assessment of our needs, allowing for expansion. He then estimated his time and materials. He never tries to oversell us and he never bases his estimates on how much money he can earn, only basing them on our needs."

A Worry-Free Relocation

During a recent office move, Cathy says, "MLANS made the relocation easy, so we didn't have to worry about it. Mark broke down the computers, labeled them, packed them together so it was easy to reconnect them, and then had us working again in our new space in just a matter of hours. We lost time only during the actual move."

Recommends MLANS to Attorneys and Other Businesses

"I wouldn't hesitate to recommend MLANS to another attorney or to any business person for their speed of service, friendliness, and knowledge. With MLANS it really and truly is done right the first time," attorney Shanelaris states.