



Wildwater
Legal IT Solutions

Legal IT Solutions & Support Services



Law firms large and small rely on Wildwater legal IT solutions. Whether you are a senior partner looking for a trusted partner to take IT off your hands, or you're an IT executive looking for expertise to address specific IT projects or functions, Wildwater provides IT solutions specifically designed for law firms. No matter the solution, Wildwater works closely with you to make sure the needs of your firm's partners, associates, staff and clients are met.

With Wildwater IT solutions and support services you can eliminate the burden and distraction of maintaining your own IT infrastructure. We host, manage, maintain and support your network, servers, desktops and applications for a fixed monthly fee. We take care of hardware and software upgrades, security updates, disaster recovery, backups and more - anything associated with managing information technology.

Contact: info@wildwater.co.uk or call: **01473 219819**

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“Supplying the legal sector with IT solutions for over 20 years”

If your practice has ever experienced the frustration of faulty Internet connections, email systems failing, backup concerns and virus attacks, then you have much in common with the majority of solicitors. We have gained considerable expertise over years enabling us to supply an excellent service. The partnership we have established with all the major case management and legal account software vendors enables us to provide you with the complete solution.

Wildwater Network Guardian Support Agreement

With a contract in place you can enjoy cover that includes maintenance, guaranteed response times and remote support. In addition, to ensure the correct level of support for your practice, our Network Guardian plans are available to extend this basic support to a completely managed outsourced solution.

The price is fixed regardless of the amount of support you require. This enables you to effectively budget for your IT support and ensure that any IT problems are rectified first time.

Support products supplied by Wildwater Legal Solutions					
	Maintenance Contract	Bronze Network Guardian Cover	Silver Network Guardian Cover	Gold Network Guardian Cover	Platinum Network Guardian Cover
Frequency of Network Guardian Visit	None	Quarterly	Bimonthly	Monthly	Fortnightly
Services Supplied in Addition to Site Visits					
Hardware Component Failure Excluding Tape Drives (Manufacturers Warranty)	•	•	•	•	•
Operating System Failure	•	•	•	•	•
Back office Product Failure	•	•	•	•	•
ISP Connectivity Failure (Local System Problem)	•	•	•	•	•
Restore Operating system and MS Applications in event of disaster (No Data)	•	•	•	•	•
General System Status Report (1 per visit)		•	•	•	•
Anti Virus protection Status Report (1 per visit)		•	•	•	•
Backup Status Report (1 per visit)		•	•	•	•
Internal and External Security Report (1 per visit)		•	Quarterly	Quarterly	Quarterly
Pre disaster Restore Testing			•	•	•
ISP Connectivity Failure (Local System or ISP Problem)			•	•	•
Respond and Fix Virus Infection			•	•	•
Restore All data in event of disaster				•	•
Remote/onsite administration of User accounts and mailboxes				•	•
Assigned Technical Account Manager				•	•

Free System Survey. If you feel that you are not getting the most from your IT investment or are concerned that your system is not properly managed please contact us for a free survey of your system and an opportunity to discuss your concerns or developments you would like to make to your IT infrastructure.

Our support agreements can alleviate the hassle of having to employ in-house IT personnel. Wildwater can be your IT experts at the end of a phone, and on your doorstep when you need them.

Ring 01473 219819 or email info@wildwater.com for more information