

Pitblado Law raises the bar on IT management



“Tapping into Zantek’s expertise enables our IT team to seamlessly escalate any helpdesk issues and ensures we always have the resources we need. And since Zantek is proactively monitoring our network, it’s much easier to plan upgrades and, more importantly, avoid costly repairs and downtime. We have a smaller, more cohesive internal team but our overall service and preparedness has dramatically improved – at about the same cost.”

Paul Sheedy
Chief Operating Officer
Pitblado Law

Pitblado Law Snapshot

- Locations: Winnipeg and Arborg, MB
- Established: 1882
- Lawyers & staff: 150

Seamless blend of internal and external resources strikes perfect balance

As one of Manitoba’s oldest and most respected firms, Pitblado Law continually evolves its technology and practices to keep pace with business and client needs. This forward-thinking company enlisted Zantek to assess its IT infrastructure and recommend business continuity measures to ensure a consistent level of service, regardless of environmental changes.

Project objectives

- Work with internal IT team to implement best practices for business continuity and support
- Standardize processes and eliminate risk of business disruptions related to staff changes
- Reduce risk of costly network repairs and outages
- Establish a hybrid best practices model for providing ongoing IT support and maintenance

Why Zantek

- A business-minded, collaborative partner that puts clients’ needs first
- A good fit with internal IT team and culture
- In-depth expertise across a broad range of IT products and services

Benefits

- Documented and securely-stored procedures and network records ensures critical data is accessible if staff changes
- Proactive network monitoring, management, and reporting minimizes risk of outage
- Seamless helpdesk system enhances support and productivity
- State-of-the-art ticketing system with end-user access to logs improves overall service
- Improved engagement and morale of the internal IT team

Relevant links

- Article: [Now's the time to make important IT decisions](#)
- [Zantek company profile](#)
- [Top 10 reasons to engage Zantek for your IT needs](#)