



Customer Success Story

Goodwin Procter LLP

- ▶ Nationally renowned law firm turns to ManageSoft for automatic software updates and configuration management

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www.goodwinprocter.com

With 500 attorneys and offices in Boston, New York, New Jersey, and Washington D.C., Goodwin Procter is a legal powerhouse. The firm uses ManageSoft® software management solutions to automatically update operating systems, applications, and security patches for a fleet of more than 1,300 desktops and laptops.

Goodwin Procter's
ManageSoft
implementation:

- ▶ Manages 1,300 desktops, and laptops firm-wide
- ▶ Automatically deploys and manages 80 packages for seven machine types with multiple different hardware configurations
- ▶ Ensures virus protection by rapidly deploying new security patches firm-wide within hours

Goodwin Procter

Goodwin Procter, one of the United States' leading law firms, specializes in corporate law, litigation, real estate, financial services, private equity, capital markets, products liability, and intellectual property. The firm's clients range from high-growth companies to established multinationals who rely on Goodwin Procter to tackle complex legal issues and deliver cost-effective results under tight deadlines.

The challenge for Goodwin Procter

Goodwin Procter's 1,200 employees depend on the firm's IT staff to ensure their computers are constantly available, protected, and performing optimally. After all, if a high-salaried attorney's computer is crippled by a virus, for example, it directly impairs the firm's ability to generate revenue and service its clients.

The firm's steady growth was creating software management challenges that created IT vulnerabilities and exposures. Previously, WinInstall was used to update desktop computer applications running on Microsoft Windows 98, but as the firm began its migration to Windows XP, a more powerful solution was needed.

"With WinInstall, we were restricted to pushing out some rudimentary application updates on a monthly basis. But we couldn't update drivers, security patches, or the operating system itself. And we had no way of knowing if those application updates were properly installed. Since we had no standard configurations, troubleshooting was a time-intensive, hit-or-miss process."

- Peter Lane,
IT Director



"We focus on working smart and efficiently. Our firm's strategy is to continue our growth, which makes it critical for us to effectively manage our IT platform. ManageSoft plays a critical role in helping us achieve that goal."

- Peter Lane,
IT Director

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“ManageSoft has enabled us to reduce software-related support calls by 25%, and has improved the quality of service we provide to our users.”

Peter Lane,
IT Director,
Goodwin Procter

The ManageSoft solution

After looking at competing solutions, Goodwin Procter selected ManageSoft. ManageSoft® for Windows Deployment™ enabled Goodwin Procter to create a single core image for seven different machine types used across the firm. That base image includes Windows XP, all necessary device drivers, and the ManageSoft client. Then ManageSoft was used to create, test, and automatically deploy 80 separate application packages to users in each major practice area (e.g. litigation). Users automatically receive applications appropriate for their roles. ManageSoft® Security Patch Management™ ensures security compliance.

“ManageSoft really integrates very well with Microsoft Active Directory, linking right into AD's default interface, so it's very easy to use. And it's a very feature-complete solution. In addition to keeping our machines up to date, we also wanted to better track our hardware and software assets and establish better controls on what our people could self-install. ManageSoft covers all of that for us.”

“Now we have an excellent capability to update our PCs, which is particularly valuable when security threats arise. When the Sasser virus hit, we were able to create, test, and deploy an update in only four hours. One of the most important elements of ManageSoft is the complete status reporting we receive on the various updates.”

“For example, we were able to monitor how many machines had downloaded the Sasser security patch by the end of the day. Another time, we needed to update our document management system — which is perhaps the most mission-critical application for a law firm. We were able to track how many machines had downloaded and applied the hotfix.”

- John Fanara,
Application Support Manager

The Goodwin Procter result



John Fanara,
Application
Support Manager

“With ManageSoft, we have a systematized process for keeping everyone's PC current with the latest patches and fixes. That means our machines have greater availability and reliability. If an issue arises, we're not wasting time on routine issues or guessing what's loaded on each machine. We know which updates have been applied, and we can respond faster.”



Peter Lane,
IT Director

“We're a lot less stressed in IT. The call queue is much shorter. In fact, we believe we've cut 25 percent off of the call volumes, reduced the wait times, and improved the quality of service we provide to our users. Our machines are stable with a predictable environment. That minimizes problems and lets us diagnose and solve any unusual technical issues faster. We focus on working smart and efficiently. Our firm's strategy is to continue our growth, which makes it critical for us to effectively manage our IT platform. ManageSoft plays a critical role in helping us achieve that goal.”

Find out more

Read other customer success stories and view video interviews at
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Microsoft
GOLD CERTIFIED
Partner



North America Headquarters
Email: sales-na@managesoft.com
Phone: (800) 441 4330

European Headquarters
Email: sales-eu@managesoft.com
Phone: +49 89 242084-0

Asia/Pacific Headquarters
Email: sales-ap@managesoft.com
Phone: +61 3 9895 2000

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