

CLIENT TESTIMONY

“From Hell to Heaven”: A Case Study

How Setton Consulting Brought a Law Firm From Darkness into the Light



Hill, Betts & Nash LLP was founded in New York, New York in 1898. Their lawyers over the decades have represented passengers aboard RMS TITANIC and RMS LUSITANIA as well as many other historic significant ligations. Their current attorneys represent major cruise lines, shipping, and ferry companies, as well as property managers from environmental disasters. The firm is recognized internationally as well as domestically for providing expert legal counsel on matters relating to Jones Act, maritime and transportation litigation, commercial, insurance, environmental law, and ship financing.

Meet Hill, Betts & Nash LLP

Since 1898, the law firm known as Hill, Betts & Nash LLP has provided defense legal services, to the maritime community, representing assorted bodies who are beholden to these regulations. As such, their clientele is largely made up of ship owners and cruise lines, with their caseload largely focusing on Jones Act litigation and product liability concerns. They also represent property managers in cases pertaining to environmental pollutants, as well as underwriters from international and domestic insurance companies.

Now operating with fifteen person office, the firm’s IT has become crucial to its operations... something that simply was not the case (and for that matter, not possible) a few years ago

Their Prior IT Resource Left a Lot to Be Desired

Back in 2014, the IT company that Hill, Betts & Nash LLP outsourced was not doing much to help them sustain their practice. The law firm was still using tape backup, remained on Windows XP, and maintained seven servers. For assistance with their IT, the law firm signed on with a different IT company for support.

This new IT company migrated the business into a virtual terminal environment, deactivating all of their servers and writing the software for the virtual environment. Unfortunately, this company proved to be (as Suzanne Saporito, the Office Administrator for Hill, Betts & Nash LLP, put it) a nightmare. Here’s a list of the issues that Hill, Betts & Nash LLP ultimately discovered they had with this provider:

- They fell short of their own specifications in terms of service delivery.
- Their communications were inconsistent.
- They overcharged the law firm.
- They suggested excessively expensive solutions.
- They patched things without rhyme or reason.

This is just a brief list of the issues they found. After auditing months of service tickets, email communications, and billing statements, Suzanne noticed numerous discrepancies and inconsistencies, as well as outright lies.

In no uncertain terms, they were not the IT resource that the law firm needed or wanted, so as soon as the contract was up, Suzanne cut ties with them and sought out an alternative provider. Fortunately, the law firm found an alternative in Setton Consulting online, and reaching out, found them to be the attentive and supportive resource they needed.



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About Setton Consulting

Setton Consulting has been the trusted name in IT support throughout the NYC area for over a decade. Taking a security-first approach with everything they do, Setton Consulting not only prevents potential problems but also ensures that your technology helps drive your business forward.

Stop dealing with basic, generic service agreements that don't fit your organization, and work with experienced professionals who can be diverse and versatile in order to provide your business with the level of service it needs.

Learn more about what Setton Consulting can offer your business by visiting:

settonconsulting.com/free-consultation

or by calling:
(212) 796-6061

SETTON

Setton Consulting Soon Saw to Fixing the Problems

When Suzanne reached out to Setton Consulting, she made it very clear that she didn't want to be sold, she wanted to know what they could really offer. Setton's President, Michael Setton, was happy to oblige, and informed her of yet another major issue with their previous provider: numerous backdoor vulnerabilities were present in the network, leaving it vulnerable and open to cyberattack, and the terminal server that the company relied on for its remote desktop protocol was completely vulnerable. Furthermore, the old IT company was resistant to handing over the necessary configurations for a smooth transition.

What Setton Consulting Did

Setton was on top of resolving all of the issues left by the previous IT company (having to reconfigure or rebuild from scratch where necessary) Setton Consulting cleaned up the law firm's technological backend, and add the overdue and the necessary security configurations. Setton also ensured the firm's battalion of printers were up and working.

"We transferred from that old company into Setton and there was not a hitch. He gave us a new firewall, he created some security which we did not have... I'm very happy, to say the least." — Suzanne Saporito, Office Administrator for Hill, Betts & Nash LLP

How Hill, Betts & Nash LLP Has Benefitted from a Relationship with Setton Consulting

Observing how President, Michael Setton of Setton Consulting and Suzanne Saporito interact with each other, it is clear that they have a fantastic working relationship. When asked, they confirmed as such, with Suzanne describing him as "always available" and his team as "very personable" and citing their "good communication."

Nowadays, Hill, Betts & Nash LLP enjoys a much more streamlined experience, with few issues or interruptions popping up throughout the day. Costs have been improved greatly for the law firm, and there are meetings every six months to address the law firm's priorities... which Setton Consulting always seems to address promptly. As of this writing, their next major initiative is to transfer over to a VoIP telecommunications solution.

In the time that Setton Consulting has worked with Hill, Betts & Nash LLP, Suzanne has practically become a brand ambassador, regularly referring them to other clients with a flawless success rate.

