



IT Projects

# Top UK law firm relies on Plan-Net for project success

## End-to-end service delivery model



### Customer challenge

- Migration to Office 2013 across the UK with minimal disruption

### Plan-Net solution

- End-to-end project deployment service with a dedicated Service Delivery Manager
- Supply of a full Project team with the right skillsets, experience and flexibility
- Ownership of all HR administration and logistics of the deployment

### Benefits

- A smooth project roll-out
- User satisfaction maintained
- Removal of management and HR administration overhead
- Cost-efficient

Addleshaw Goddard is a top 30 UK corporate law firm with over 1,400 staff across offices in Leeds, London and Manchester.

[www.addleshawgoddard.com](http://www.addleshawgoddard.com)

#### The challenge

Addleshaw Goddard needed to migrate from Office 2003 to Office 2013. However, a key requirement was that there be minimal downtime and productivity loss for its employees, during and after the project, many of which are fee-earning lawyers.

The law firm had already been working with Plan-Net to help ensure stability and continuity within its Service Desk and other BAU IT teams.

Therefore, when it came to planning for the migration project, Plan-Net was invited to be part of the tender process.

Addleshaw Goddard selected Plan-Net to assist with the roll-out. As Plan-Net had the proven track record of deploying experienced, cost-effective and flexible IT resources and has experience in the legal sector. The law firm felt confident Plan-Net would be able to achieve its project goals.

*(continued overleaf)*



**The service**

Plan-Net managed the end-to-end deployment of reliable and capable IT roll-out resource. The Plan-Net team, which included floorwalkers, build engineers, service desk and desktop support analysts, supported the migration project across a 4 month period, flexibly adjusting its rollout timetable in response to the law firm’s other priorities. The scope of the migration extended to aftercare, such as system testing and user training and acceptance.

To minimise disruption, the Plan-Net team often had to work out of normal business hours, in the evening and weekends. The whole process of resourcing for the project was handled by Plan-Net, from appropriate resource selection to ensuring effective delivery.

A dedicated and experienced Service Delivery Manager was available to respond to issues or changes in requirements, ensuring a highly flexible service throughout.

**The benefits**

Plan-Net has access to IT resource with the right skillsets and has a key responsibility for the deployment process, the IT management at Addleshaw Goddard were not burdened with the additional overhead of dealing with the HR administration and logistics of the project. However, they still maintained overall control over the direction of the project.

Ultimately, the project was a success and Addleshaw Goddard has since used Plan-Net for other deployment projects including a mobile device roll-out and a number of office moves.

**Using Plan-Net’s project deployment services to help us with projects really works for us. With such a large number of users and where it’s so important to keep disruption at a minimum, we know we can rely on Plan-Net’s support and commitment to deliver a great project outcome.**

**James Waldie –**  
IT Service Delivery Manager,  
Addleshaw Goddard



**Acora and Plan-Net join forces**

In 2019 Acora announced the completion of our merger with Plan-Net. This created a group with over 300 employees, 4 offices and 300 customers, focused on delivering outstanding customer experience to businesses across the UK. The group is underpinned by great people, strong technical innovation and a combined desire to grow.

*This Plan-Net case study is an example of the great work the team have delivered and the combined capabilities of the new group.*

If you would like to talk to us about any of our services, you can contact us via phone, email or through our website. Our team will be happy to help.



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