

## GLOBETEAM



Case story: Kromann Reumert

Stable and future-orientated platform with Exchange 2003

Lasse Lindbjerg, IT manager, Kromann Reumert





## Stable and future-oriented platform

*Kromann Reumert is in control of the legal details and their IT that they are using intensively in both business processes and in communication internally and externally with clients. Globeteam's solution, based on Exchange 2003, consolidated both the existing infrastructure and created the foundations for mobile mail-communication. The result was of great stability, security and a future-oriented platform that is easy to manage.*

Kromann Reumert is one of the leading lawyer's practices in Denmark with offices in Copenhagen, Aarhus, London and Bruxelles. The company delivers professional legal advice, which among other things make great demands to the company's IT installation, its stability, security, reliability and flexibility. However, with time the running of Kromann Reumert's existing mail system had become unnecessarily complex to maintain, because of the number of servers. Simultaneously, the company's communication was disturbed by breakdowns in the mail system that created problems both internally and externally in relation to the company's communication with customers." *The uptime was too low which meant that we spend too many resources on "fire extinguishing" in order to get our mail system to run effectively. Therefore, we had a wish to consolidate and upgrade Kromann Reumert's platform in a way that would ensure greater stability and less maintenance. Furthermore, the existing installation couldn't support our wish to start using a number of new and interesting mobility functionalities*", says Lasse Lindbjerg, who works as IT manager at Kromann Reumert.

## Flawless upgrading and integration of third party applications

In co-operation with Kromann Reumert, Globeteam developed an Exchange 2003 based solution that could meet Kromann Reumert's demands and goals. Kromann Reumert's existing mail system, which was based on Exchange 5.5, was replaced with a new platform based on an Exchange 2003 Server. Among other things, the advantages were a consolidation of the number and placing of Exchange servers. *"Today, Kromann Reumert's mail system is consolidated in a single Exchange Server on one location. Thus, three decentralized locations are released from jobs with operation and backup of the mail system which means that we spend far less resources on maintaining the mail system"*, says Lasse Lindbjerg.

The migration job was complicated by various third party applications that in different ways integrated to the mail system. Among other things, the challenge here was Kromann Reumert's intense use of public folders that are very extensive and consist of over 40.000 folders with confidential information about cases and clients. *"One of the challenges with the upgrading was how we should handle our public folders and get the interplay with our filing agent to work optimally. Furthermore, this had to*



## Problem:

With time, Kromann Reumert's mail system and the supporting infrastructure had become unnecessarily complex to maintain. Simultaneously, the company experienced periods with operational instability, which disturbed the communication internally and externally in relation to customers and collaborators.

## Solution:

- ✦ Microsoft Exchange Server 2003
- ✦ Microsoft ISA Server 2004
- ✦ Windows Pocket PC

Globeteam assisted Kromann Reumert with analysis, planning, design, and upgrading of Exchange 5.5 to a new platform based on the Exchange 2003 Server. There was used Intra-Org migration with Microsoft standard tools (ADC).

## Advantages:

With Globeteam's implementation of Exchange 2003, Kromann Reumert has achieved a more stable operation, a more straightforward installation and a future-oriented platform. The consolidation of the 5 Exchange servers – placed on the customer's locations on a central server in the main office in Copenhagen – have brought along both administrative and economical gains. Finally, the customer has with the upgrading begun to use the mobility functionality, which has given a more flexible communication in the company.

## Kromann Reumert:

Kromann Reumert is one of the leading lawyer's practices in Denmark with offices in Copenhagen, Aarhus, London and Bruxelles. The company has around 425 employees of which 225 are lawyers. Kromann Reumert deliver fullservice legal advice to the business world.

*be done simultaneously with the security being maintained which is an inevitable demand in a legal world. But it was carried through with great success," says Lasse Lindbjerg.*

*"An inevitable demand in a law firm is that we can communicate with our clients without interruptions. This stability is very important to us, because it contributes to make the lawyers' work processes more effective. And with Globeteam's solution we have achieved stability", says Lasse Lindbjerg.*

## Great advantages with mobility solutions

Because a great deal of the lawyers' work take place outside the house, the mobility services – that Exchange 2003 opens the possibility for through among other things the Microsoft ActiveSync – simultaneously meet the modern demand to legal work. Today, with the online synchronization of the users' mailbox with the Window based PDAs, the company's partners have the possibility of complete updates of mails, calendars, and contacts. *"It is a great advantage, when our lawyers travel so much and constantly need to be able to synchronize appointments and none the least their mails. The responses have also been very positive, because the partners experience that their every day has become much easier",* says Lasse Lindbjerg and continues: *"On the outside, the mobility functionality means that Kromann Reumert's flexibility towards to customers has increased significantly. The customers receive a quick response to their e-mails. That's why the next step is also to offer the mobile service to other people in this house",* he says.

Besides the partners, the 425 employees with Kromann Reumert also feel the upgrading of the existing mail system and the change to new hardware. *"In connection with the upgrading of Exchange, our web based user interface to the mailbox (Outlook Web Access (OWA)) has gotten a great boost, both when it comes to user interface and functionality. The user interface is almost the same as in a real Outlook client, which meets the employees' demands to functionality and that makes it easier for them to use the OWA in the practically and daily work",* says Lasse Lindbjerg and points in a final remark to the fact that Kromann Reumert in co-operation with Globeteam not only have experienced great professionalism and proficiency in the performance, but also great flexibility plus good planning and project management.

*"The co-operation with Globeteam has lived up to our expectations. Since the upgrading and the change of hardware, our mail system has run without break downs. Today this, together with the consolidation of the number of servers and the placement of servers, has brought along that we use our resources on much more forward pointing work",* says Lasse Lindbjerg.

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