



COAST TO COAST IT MANAGEMENT SUPPORT
3 Network Operation Centers | 4 Helpdesk Centers | 13 Field Offices

CASE STUDY LEGAL VOICE

znetworks.com

LEGAL VOICE NEEDED TO FIND AN ALTERNATIVE IT PROVIDER WHEN THE RECESSION HIT

"It's important to speak the same language...The fact that they know our history and the things that are going on saves my time and makes me confident in the outcome."

Kelli Maguire, Legal Voice's Director of Administration and Events

In 2009, Legal Voice felt the harsh effects of the Great Recession as they lost over one-third of their revenue. In the midst of this, they noticed a change in their IT providers incrementally charging more for services. "We were desperate to find someone who could really work with us on a budget" said Kelli Maguire, Legal Voice's Director of Administration and Events. From the first meeting with Z Networks, Legal Voice felt that they were being taken seriously as company and very impressed by Z Network's personal touch: "The owner came to our office, sat down, and talked with us." In the interview, she noted how important it is to find an IT provider that understands their company and wants to establish a lasting relationship with them: "It's important to speak the same language...The fact that they [Z Networks] knows our history and the things that are going on saves my time and makes me confident in the outcome." Z Networks plays an integral part in Legal Voice's ability to accomplish their goals, "it's a critical, core piece of being able to do business. We're a small business doing big, cutting edge, legal stuff. We can't jeopardize the work we do for our clients by taking shortcuts."

Security Services

Everything was in Jeopardy in 2013 when Legal Voice was hacked. At Z Networks Operation Center all hands were on deck. "You guys jumped on it right away," Maguire commented, "There were several consultants working on it and you really did work to get us up and running and save our data." While Maguire was impressed by Z Network's quick response to their problem, she was more impressed by the creative problem solving that took place. She really enjoyed having a partner that she could rely on. "I can't think of a time when someone didn't get back to us right away," she noted.

Legal Voice is a small, non-profit company, who takes pride in standing up for women and girls in the Northwest by providing litigation, legislative advocacy, and education services.