

## Success Story:

# Kiernan Trebach

Kiernan Trebach LLP is a law firm devoted exclusively to the representation of corporations, insurers, and self-insureds in the defense of litigated matters. The firm represents clients on a national basis and maintains 12 offices in nine states plus the District of Columbia, with local presence in several others. They have a track record of being tenacious litigators who obtain successful results on behalf of their clients, but who are also mindful of the ever-increasing costs of litigation.



## Challenge

Adequately supporting a distributed workforce across 12 offices in different states certainly poses a myriad of challenges. This was the very situation Dennis Wakeman, IT Manager of Kiernan Trebach, found himself in from an IT enablement and support perspective. Being the leader of a small but mighty IT team, it was simply impossible for him to be in-person for every computer issue or question that arose from the firm's 87 attorneys, especially since they could need assistance from anywhere, whether they were in the office, on the road, or with a client.

If that wasn't challenging enough, Wakeman encountered yet another hurdle. As the firm readied to move one of their offices, they made the switch to a new phone provider, which was a hybrid between a VoIP and an on-premises solution. Unfortunately, it quickly became apparent that it wasn't the right fit. It wasn't living up to expectations, between the poor audio quality, the old phones that were provided, and the company ceasing to make updates.

It was clear that Kiernan Trebach required a solution that would provide Wakeman with remote and secure access to attorney's computers as well as a phone system to enable reliable communication and collaboration from anywhere.

Additionally, GoTo Connect helped the Kiernan Trebach attorneys and staff to keep working without missing a beat when shifting to 100% remote work due to the pandemic. They have even been able to hold ongoing training sessions on key topics such as their document management system and time entry system so staff can continue to learn and stay productive. "Rolling out GoTo Connect a few months before COVID hit made for phenomenal timing. We were able to keep meeting people and holding meetings online. The attorneys are all using it," said Wakeman.

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**Dennis Wakeman**

IT Manager, Kiernan Trebach



## Solution

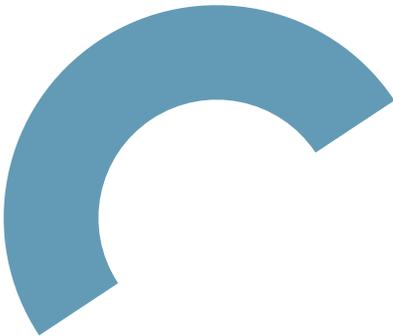
Fortunately, Wakeman was first introduced to GoTo’s Central solution in his work with a vendor. He immediately saw the benefit over their previous remote desktop solution, where he lacked the visibility to see what the user could see to easily address the issues they were experiencing. “Now, with Central, I see everything they see. It makes the attorneys’ lives easier because they can call, and my assistant can go in and see what they’re doing. We can show them different ways of doing things and correct issues. It’s really been a lifesaver,” said Wakeman. Central also enables the firm’s administrative staff to access office computers for retrieving important data and information that they wouldn’t otherwise have access to from home. “Administrative staff can now remote into the office and do everything like they’re sitting at their desk through Central. It’s functioning very well.”

To complete the solution, Wakeman selected GoTo’s GoTo Connect to replace their failing phone system. One contributing factor to the decision was the cost difference and what was provided at that cost, including soft phone capability to use GoTo Connect from anywhere as well as GoTo Meeting. “Switching to GoTo Connect was an easy decision. Now we’re paying almost half of what we were paying before and we’re getting so much more. It includes everything, even GoTo Meeting,” explained Wakeman.



## Results

Between the ease of use, cost savings, consistent rollout of new features, and a lack of outages, Wakeman is satisfied that the combined GoTo Connect and Central solution is the right fit for Kiernan Trebach. When asked to sum up his overall experience, Wakeman replied, “It’s been great. GoTo has delivered what they promised and then some. I have no complaints. GoTo Connect and Central do make my life easier.”



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