

Perfect Penguin IT



Solicitors Est. 1874

Powering fee-earners to greater profitability...

Hartley & Worstenholme solicitors, a large, high street practice, with two offices in Pontefract and Castleford, West Yorkshire, have a significant and expanding base of clients whose needs have demanded a greater investment into technology to facilitate greater client care and Case Management. That is why, with its technology consultants, Perfect Penguin IT, the company investigated the introduction of a server-based computing (SBC) environment in an effort to gain back control over a growing base of desktop PCs.

With a relatively even spread of staff between the two sites and a 2Mb leased line already in place, creating a permanent link between sites, the roll out of technologically more advanced Practice and Case Management applications together with a Digital Dictation solution, meant that moving to a 'thin-client' infrastructure seemed to be an obvious choice in helping to reduce the potential bottleneck between the offices. The proposed software infrastructure would be responsible for pushing far greater amounts of data around the extended network than previously experienced, potentially putting a too greater strain on the inter-office connectivity. However, with the inherent limitations of a pure Microsoft Terminal Services environment, it was quickly established that an 'enhanced' Terminal Services solution would be necessary and for that reason Perfect Penguin IT undertook an exercise of software vendor liaison to establish which of the short-listed applications would run in a thin-client environment and what limitations they had, if any, in being able to deliver uncompromised service to each user.

Clearly some thin client solutions were naturally included in the investigations that followed, but with high initial costs and obligatory on-going maintenance, the Citrix environment was eventually disqualified from further consideration as the per-user platform was simply too expensive to justify for too fewer enhancements over other well known offerings. However, key requirements for Load Balancing, Application Publishing, Seamless Windows, WAN access to applications and a manageable print solution remained, and therefore it was particularly important that the selected solution was equally capable of providing both the necessary features and the day-to-day reliability of the industry leader. It was quickly made apparent that the Tarantella product set offered a significant specification whilst providing an extremely convincing cost versus benefit argument and it was subsequently selected as a result.

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Unfortunately, despite best efforts to manage the ground-up technology refresh, which included six new Windows servers, new switches and routers, nine network printers, seventy desktop machines and a new software infrastructure with seven new applications, little time was left before the 'go live' date to perform thorough and exhaustive tests of the Tarantella environment. Thankfully, however, the product lived up to its reputation for providing a predictable and uncomplicated deployment, thanks in part to the ability to 'clone' the Tarantella Terminal Server configurations, which speeded up the installation process.

In use, fee-earners, secretaries and support staff alike have benefited from quicker access to updated applications and their industry-specific utilities published centrally from the Tarantella Management Console as well the ability

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to move from desk to desk and in-between offices with little or no noticeable change to the availability of their own applications and settings. As time passed since 'go live', the Tarantella platform has become a fundamental feature of Hartley & Worstenholme's I.T. infrastructure and one without which a number of further technology and business process developments made since its introduction would have been impossible. In a rapidly changing industry, Hartley & Worstenholme is now far more easily capable of adapting its business processes to capitalise on new opportunities and with fee-earners able to work remotely whilst retaining all of the convenience of their personal computing environment, even more opportunities are beginning to present themselves.

Going forwards...

As a result of the many and significant improvements made to the Tarantella product set since its acquisition by Propalms and their release of Propalms TSE version 5, it is now planned to upgrade the Hartley & Worstenholme SBC infrastructure to allow the company to benefit further from the thin-client environment. As the company considers its own strategies, including the further development of its Estate Agency business, Propalms TSE will be a fundamental tool in allowing innovative business concepts to be exercised with minimal investment into additional IT infrastructure.

About Hartley & Worstenholme

Founded in 1874, Hartley & Worstenholme has offices in Castleford and Pontefract and is the largest firm of Solicitors in the area. The company acts for both private clients and for businesses across West Yorkshire and the North of England, with five teams of lawyers, based in our two offices, which have ground floor receptions and interview rooms. They provide services of the following nature: -

- Business affairs
- Charity law
- Children law
- Civil litigation
- Commercial litigation
- Commercial property
- Consumer problems
- Conveyancing residential
- Employment law
- Family law
- Immigration law
- Landlord and tenant - residential
- Neighbour disputes
- Personal injury
- Tax law
- Trust law
- Wills and probate

The services provided by Hartley & Worstenholme have been valued by its clients for over 130 years and are valued as highly now as in the past. The company believes their strength in depth enables them to provide an unrivalled service at a highly competitive price.

You can pay a visit to the Hartley & Worstenholme website by navigating to the following URL: www.hartley-worstenholme.co.uk.

About Perfect Penguin IT

Perfect Penguin IT is an Technology Consulting and Services company specialising in professional business & technology consulting services to facilitate wide-area and Internet technology solutions for professional and educational organisations throughout the UK.

With existing clients of varying sizes in different industry sectors, Perfect Penguin IT guarantees to have the experience and resources necessary to assist your company in its evaluation and use of computer technology. Their consultancy and services are often of particular interest to the legal, accounting and education sectors, whilst its parent company, contedia Ltd., provides web content management software as well as professional web application development and also business critical e-business and e-business consultancy and associated services.

You can call Perfect Penguin IT to discuss any aspect of business & technology consulting, I.T. service or e-business on 0870 474 0714 or e-mail consulting@perfectpenguin.co.uk.