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Hendrik Nieuwland - Partner, Shields O'Donnell MacKillop

About the Firm

Shields O'Donnell MacKillop is a leading boutique law firm that focuses on employment and labor law. They represent businesses of all sizes in a wide range of areas, and act for both union and non-unionized employers. Their extensive experience, practical advice and advocacy skills are highly respected in the legal community.

The Need For a Solution

Shields O'Donnell MacKillop understands the need to innovate and stay current with new technology in order to grow and advance their practice. To that end, they made the move to a cloud-hosted IT environment a few years ago with their former IT Services provider. Unfortunately, their move to the cloud resulted in connectivity issues and other disruptions. Providing efficient service to their clients is a top priority for the firm, so they began the search for a new IT provider that they could rely on for all of their IT Services needs, especially cloud management.

Finding the Right Provider

Having been a previous customer of Infoware's IT Services, Shields O'Donnell MacKillop included them in the search process. The pre-existing relationship, solid IT expertise and knowledge of their capabilities were ultimately the deciding factors in the firm returning to Infoware. Hendrik Nieuwland, partner at Shields O'Donnell MacKillop, said: "Infoware presented a great case as to why we should hire them again. And since they knew our firm so well already, it made sense. That, plus their wide-ranging experience with law firms in Toronto gave us the confidence to enlist their services again."

Want to learn more about Infoware's Managed IT Service Plans?
Visit www.infowaregroup.com for additional information or to book
an appointment with one of our experts.



The Results Are In

Shields O'Donnell MacKillop signed on for our Complete Managed IT Services plan, which includes server monitoring, monthly onsite support and, of course, cloud services. After making the switch back to Infoware, the firm's technology is running smoother than ever. "Our IT environment is stable, Infoware's team is highly responsive, and the dedicated, onsite service we receive helps resolve issues and keeps our team up and running," said Mr. Nieuwland.

The stability and responsive assistance provided by Infoware to Shields O'Donnell MacKillop has made a huge difference to their firm. Mr. Nieuwland added that he would "definitely recommend our services" to friends and colleagues looking for a reliable IT Services provider.

About Infoware

Infoware provides predictable, worry-free Managed IT Services at fixed monthly fees for law firms and professional service organizations. Infoware also designs document automation solutions that optimize and customize Microsoft® Word, enabling legal professionals to achieve dramatic improvements in document quality, consistency and productivity. Our software suite provides applications for document creation, template management and document assembly, and includes a wide range of time-saving tools that make common tasks associated with numbering, formatting, and editing simpler and more efficient. For over 30 years we've been successful in helping law firms of all sizes enhance their productivity and profitability.

For more information or to schedule a free demonstration of any of our products, please visit us at www.infowaregroup.com.