K2 SERVICES

FULLY MANAGED: COMPREHENSIVE IT SERVICES WITH ADVANCED OPERATIONS FOR LAW FIRMS

Fully Managed by K2 Services is a holistic IT management solution, offering a complete suite of services integrated with advanced operations and security that are specifically designed for law firms. Our Fully Managed service ensures your IT infrastructure is comprehensively managed, secured and under continuous vigilance.

Dedicated Internal Team Support

Our approach empowers your firm to partner with IT service experts focused on the utility of IT operations, so you can focus on higher-value innovation.

Cost Predictability

Many firms are challenged by the rising costs of technology equipment, enterprise platforms, resources and the overall value proposition of technology capabilities. This may lead firms to unexpected or unmanaged spending for critical IT assets, even resulting in delaying necessary investments. Partnering with K2 Services allows you to ensure your IT environment is continuously up to date with planned upgrades established. This allows informed decision-making and a long-term fixed cost agreement to simplify budgeting and right-size IT spending levels.

Establishing Long-Term Relationships

Our service model is designed to foster long-term partnerships, allowing us to deeply integrate with your firm's goals and operations. This deep integration has led to a robust partnership built on trust, mutual understanding and a shared vision for success.

Enterprise Service Management Platforms

We selected ServiceNow as our platform of choice because of its unique capabilities in capturing and visualizing the complex legal IT landscape. ServiceNow gives firms a comprehensive, single pane of glass view into their entire technology stack and workflows

NOC for Proactive Operational Management

Our network operations center services focus on the effective management and monitoring of enterprise applications, technology support platforms and network connectivity infrastructure. This aspect is vital for ensuring maximum uptime of services, immediate incident resolution and communications within the firm are both secure and efficient. The NOC's role in preventing and quickly resolving technology infrastructure issues is essential for minimizing downtime and maintaining continuous business operations.

Immediate Response to Issues

Networks can encounter issues at any time. A 24/7 NOC provides the ability to immediately identify and respond to such issues, minimizing the impact on the firm's operations.

Support for Global Operations

Large firms often operate across different time zones. Continuous NOC support is vital to ensure smooth, uninterrupted operations globally.

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Technology Managed Services for the Modern Law Firm | www.k2services.com | (312) 332-3000 | Chicago | Washington | Detroit

Constant Security Vigilance and Preparedness (SOC)

With our strategic partners, our security operations center services offer continuous monitoring of your IT infrastructure and end-user devices. This proactive monitoring is crucial in a legal environment where data security, compliance and client confidentiality are paramount. The SOC team rapidly identifies and addresses potential security threats, thus safeguarding sensitive information and maintaining the firm's integrity and client trust.

Protection Against Cyberthreats

A 24/7 SOC provides constant surveillance against potential security threats, quickly identifying and mitigating risk.

Compliance and Data Protection

You are bound by stringent data protection regulations. The SOC helps in maintaining compliance by continuously monitoring for security lapses and ensuring that data protection measures are always in place.

Rapid Incident Response

In the event of a security incident, immediate action is crucial. A 24/7 SOC means that you can quickly mobilize a response to mitigate the impact of any incident.

Business Continuity and Disaster Recovery

Ensuring Operational Continuity

Continuous monitoring by NOC and SOC teams plays a critical role in the firm's business continuity plans, ensuring that operations can carry on smoothly in the face of disruptions.

Client Trust and Reputation

Maintaining Client Confidence

Clients entrust law firms with their most sensitive information. Continuous and expert-led operations management helps maintain this trust by ensuring that the firm's IT infrastructure is both robust and secure.

Upholding Firm Reputation

Quick response to IT and security issues is crucial in preserving the firm's reputation. Continuous monitoring means that the firm is always prepared and proactive in its IT and security stance.

Strategic IT Enablement

By filling critical gaps in existing IT operations, K2 Services enables firms to achieve operational excellence with resource and operational platform augmentation. Our services provide the necessary support and professional expertise to enhance the firm's operational capabilities. This strategic enablement allows firms to focus on their core legal practices, knowing that their IT infrastructure is robust, secure and efficiently managed.

Adapting to Evolving Technologies

As law firms adopt more advanced and complex technologies, continuous focus on change management and operational support becomes essential to manage and secure these technologies effectively.

Handling Sophisticated Cyberthreats

Cyberthreats are becoming more sophisticated. A 24/7 SOC is equipped to deal with these evolving threats, ensuring the firm's defenses are always a step ahead.

With K2 on your side, you will have comprehensive support across every aspect of your IT landscape and can rest assured your IT infrastructure is always managed, secure and under continuous monitoring.

Our Commitment

We are dedicated to empowering legal firms with modernized technology platforms and elevated operational support, ensuring seamless transitions to managed services and maintaining a high standard of security. Our industry expertise, coupled with a user-centric approach, positions us as a leader in legal technology services to allow you to excel in what you do best.

A Client-Centric Approach

Partner with K2 Services for comprehensive, customized IT services. Our broad expertise and extensive partner network enable us to craft solutions specifically tailored to your firm's unique needs and goals.

At K2 Services, our dedicated experts possess unmatched knowledge of the legal industry, technology platforms and enterprise applications. We work seamlessly as an extension of your team, empowering your professionals to focus on delivering exceptional client service and supporting your firm's strategic initiatives. Your satisfaction and partnership experience are our utmost priority, guiding every solution we provide.

Let K2's expert services, valuable insights and standards-based operational practices power your mission-critical technology systems. Our expertise in modern infrastructure, security and cloud platforms ensures your firm confidently leverages the latest technological advancements primed to scale and meet your needs.