



“ *They keep us secure, and we haven't had any significant security issues or breakdowns or anything that makes life extremely difficult.”*

Thomas H. Bergman

Managing Attorney, Thomas H. Bergman & Assoc., LLC



Solutions & Success

The Inside Story

Thomas H. Bergman & Assoc.

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4BIS's experience and expertise with legal IT makes them the ideal partner for Thomas H. Bergman & Assoc. and other law firms in the Cincinnati area.

Key points in this case study:

- ▶ Like other small law firms, Thomas H. Bergman & Assoc. needs an outsourced IT partner that understands how technology supports the legal services they provide.
- ▶ For eight years, 4BIS has been Thomas H. Bergman & Assoc.'s team of outsourced IT experts.
- ▶ 4BIS keeps Thomas H. Bergman & Assoc. secure, operational, and prepared for long term development of their IT systems

Who Is Thomas H. Bergman & Assoc.?

Thomas H. Bergman & Assoc., LLC is a boutique law firm that operates a general legal practice with much of their work relating to real estate transactions. With just three attorneys and a paralegal on staff, the firm provides a personal level of service unique to organizations of its size.

However, at the same time, the firm's size means they can't fulfill necessary and speciality roles like IT managers internally. That's why they've worked with 4BIS for eight years.



What 4BIS Does For Thomas H. Bergman & Assoc.

For eight years now, Thomas H. Bergman & Assoc. has been 4BIS's responsive IT partner.

One of the most valuable aspects of the service 4BIS provides to Thomas H. Bergman & Assoc. is the consistent, independent quality of their support. Whenever they need to get in touch with 4BIS, Thomas H. Bergman & Assoc.'s staff knows they can.

"They're really good at making sure we're running at all times," says Thomas H. Bergman. "That's really the most important thing."

In the rare case where one of the firm's staff members needs help with something, they can rely on 4BIS's comprehensive support system, allowing them to log a ticket or pick up a phone and get a near-immediate solution to their problem.

"They're very quick," says Thomas. "They always come to our aid."

With an IT support process that is so optimized and seamless, clients like Thomas H. Bergman & Assoc. enjoy a less stressful, more productive workplace. They know that if and when an issue does occur, all they have to do is call to get help—no long delays, no tedious explanations.

"They allow us to sleep at night."

4BIS Has Extensive Legal Industry Expertise

"The differentiating factor is that they have a background with law firms," says Thomas. "They had experience in our particular area."

IT is a fundamental part of a law firm's daily operations and general success. Firms like this one rely on fast and carefully configured apps and tools in order to provide the high-touch experience their clients expect.

The fact is that IT directly influences how productive a firm's staff can be, how well served the clients are, and therefore, how profitable the business is as a whole. That's why they've partnered with 4BIS for nearly a decade.

4BIS is proud to provide legal industry expertise backed by years of experience working with clients like Thomas H. Bergman & Assoc. We take pride in helping these clients harness leading IT solutions in order to optimize the way they serve their clients.

"You want someone who's done it before," says Thomas. "It's a unique profession and it's not understood by people who are outside of it."



4BIS Keeps Thomas H. Bergman & Assoc. Secure

"They keep us secure, and we haven't had any significant security issues or breakdowns or anything that makes life extremely difficult," says Thomas.

This is another key benefit of working with 4BIS. Thomas H. Bergman & Assoc. can rely on us to manage, optimize and improve their cybersecurity posture.

The fact is that Thomas H. Bergman & Assoc. can't commit the same resources to cybersecurity that the bigger firms can. Businesses around the same size as them are often key targets for cybercriminals, because they have enough clients to be of value, but not enough to invest in cybersecurity.

At the same time, the firm can't leave any client data at risk. They have to be confident they're protected properly.

"We can't afford to compromise our security," says Thomas. "They stay ahead of whatever viruses are out there, and keep us alert as to what we should be watching for."

4BIS IS Thomas H. Bergman & Assoc.'s Outsourced IT Department

"We're not a big enough firm to have an internal IT person," says Thomas. "4BIS serves in that role."

As important as IT strategy is, it's often an afterthought at best. Not everyone has the time and resources to plan their IT in advance. That's another reason Thomas H. Bergman & Assoc. values 4BIS's support—they help them avoid inconsistencies in their IT budgeting.

Although 93% of surveyed businesses recognize that IT is strategically and operationally critical (Wakefield Research), very few are doing anything to properly plan their IT—a third of those surveyed said that less than 10% of their strategic planning was about IT.

By planning ahead with 4BIS's help, Thomas H. Bergman & Assoc. can budget their IT more accurately, and avoid issues that stem from out-of-date systems.

"They tell us what kind of equipment we need, what to be watching out for in terms of threats," says Thomas. "That's their role—to serve as our IT person."

4BIS Makes IT Easy

Thomas H. Bergman & Assoc. continues to work with 4BIS to this day because Thomas and the staff can trust that they're getting the best IT support, the most well-informed advice, and more.

"They make it easy for us," says Thomas.

No matter what type of IT question or concern they have, they know they can rely on 4BIS to address it. That's why they've worked with us for 8 years and counting.