



# Construction Law Firm Turns to Kraft Kennedy for Future-Ready Operations

A Connecticut based law firm recognized that remaining competitive meant staying ahead of the IT curve. In this case study, Zetlin & De Chiara share the factors that led them to look for a new Managed Service Provider, the requirements on their list, and the ultimate selection process that positioned the firm to become "future-ready".



## Profile

Mid-size law firm  
46 users  
Three offices

## Project

MSP Transition

## Need a change?

Contact us to discuss your roadmap to onboarding.

Zetlin & De Chiara LLP is a leading national law firm focused on construction law and the built environment. The firm is known for innovative new approaches, solutions and models for advancing the construction process.

As advisors to clients on the benefits and challenges of new technologies and innovative methodologies, the firm "walks the talk" by strategically investing in infrastructure and technology to better meet client needs.

***"Our needs included quick response times and for the MSP to be proactive..."***

- Zetlin & De Chiara IT Partner

## SEEKING A PROACTIVE MANAGED SERVICE PROVIDER (MSP)

Zetlin & De Chiara identified several IT-related priorities to improve the firm's operations. They knew that cybersecurity, cloud technology and developing a road map for future technology would keep the firm competitive.

Recognizing the move as a high-impact decision for the firm, Zetlin & De Chiara initiated an RFP process to select a new IT MSP.

“When we conducted our interview for a new IT MSP, we emphasized that our foremost needs included quick response times and for the MSP to be proactive in anticipating the firm's need instead of just reacting to IT Issues,” explains Bill Chimos, Zetlin & De Chiara's IT partner.

A requirements definition effort established a list of critical needs, including:

- **An initiative-taking approach and extensive experience with law firm clients**
- **Knowledge of law firm business processes, document management systems and software applications**
- **Highly responsive, 24/7 support**
- **Awareness of the time-sensitive nature of law firm operations**
- **High satisfaction ratings reported by current law firm clients**

The search team considered multiple MSPs before narrowing the group down to a short list of finalists for in-person interviews. During the evaluation process, the formidable reputation of Kraft Kennedy came up repeatedly. Partners at Zetlin & De Chiara spoke with other firms, which highly recommended their services. Kraft Kennedy met or exceeded each of the firm's exacting standards, and Kraft Kennedy was selected.

***“Our business is built on relationships, and this is precisely what we value about Kraft Kennedy. They’re a partner we trust, which allows us to focus on our business.”***

- Zetlin & De Chiara Managing Partner



## **A NEW ERA IN IT PLANNING AND STRATEGY**

The firm signed on with Kraft Kennedy, and a kick-off meeting and onboarding followed. Regular communications and progress reviews keep them informed on ticket status, resolution time, user satisfaction ratings and more.

The partnership knew the firm had made an excellent IT MSP decision based on the monthly metrics reports. Response and resolution time decreased. User satisfaction increased. Then when New York City went into “stay-at-home” mode due to COVID-19, the firm was able to seamlessly pivot to remote work with the support from the Kraft Kennedy team.

In addition to 24/7 live support staff to keep users up and running, Kraft Kennedy protects firm and client data with current network management tools and a top-notch security operations center, with visibility across the entire firm.

Strong relationships with hardware and software providers keep Kraft Kennedy ahead of the curve on vendors’ future product plans, enabling them to support the firm with a technology road map for planning and implementing near-term projects and upgrades.

## A BLUEPRINT FOR THE FUTURE

Kraft Kennedy focuses on helping law firms be “future-ready.” For Zetlin & De Chiara that has meant helping the firm find success in planning or executing strategic initiatives. Knowledge of law firm operations and technology trends allows Kraft Kennedy to review and monitor the firm’s infrastructure, applications and practices and to create a plan that identifies opportunities for improving efficiency, execution and profitability over a two- to five-year horizon.

Michael Vardaro, Zetlin & De Chiara’s managing partner, echoes the satisfaction with Kraft Kennedy, saying, “People really feel that Kraft Kennedy has our back.”

“Our business is built on relationships,” concludes Vardaro, “and this is precisely what we value about Kraft Kennedy. They’re a partner we trust, which allows us to focus on our business.”

### Contact Us

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- Zetlin & De Chiara

Are you choosing the right partner to help your business succeed? Read *24 Questions to Ask When Choosing an MSP*.

## 24 Questions to Ask When Choosing an MSP

*Are you choosing the right partner to help your business succeed?*

If you haven't already done so, it may be time you considered hiring a managed service provider to handle your IT needs and keep your systems secure.

[Download the Whitepaper](#)