

## Legal Services

## Mac laptop? Absolutely.

### Snapshot:

#### Company:

- Silicon Valley law firm

#### Year of MokaFive adoption:

- 2008

#### Challenges:

- Lawyers were upset over PC lock-in
- Rigid migration path to Office 2007 forced upon administrative staff
- IT faced constraints with new software
- Software updates disrupted end users

#### Results:

- Lawyers can choose a Mac or PC
- Bit software updates are transparent to end users
- Support calls reduced by 20 percent
- Multiple Office versions run on a single computer
- Flexible platform supports future apps

*Silicon Valley lawyers object to a PC-only policy, and the CIO hears their pleas.*

### The Problem: PC lock-in and end-user frustration.

Fed up with a PC-only policy, lawyers at a Silicon Valley law firm asked their IT department to give them more choices. They wanted the option to choose a Mac that could run personal apps, such as Apple iTunes, as well as Windows apps for business. In a profession where most of their time is spent on the road, lawyers wanted to have access to personal apps, which had been restricted before. “Thirty percent of them were vocally upset about it,” says the CIO.

The law firm, which had been running Microsoft Windows apps on a standard PC, also felt the sting of vendor constraints. Microsoft, for instance, only allowed a PC to run one version of Office. Yet the law firm’s administrative staff was undergoing a difficult conversion from Office 2003 to Office 2007.

Desktop virtualization could give lawyers freedom of choice over their computers, administrators the ability to work with both Office versions, and the IT department flexibility for the future.

### The Solution: A centrally managed, virtual corporate OS

At first, the law firm settled on Kidaro for desktop virtualization. But the plan quickly ran afoul after Microsoft acquired Kidaro and transitioned the software to Med-V. “In the process, Microsoft gutted a lot, including the ability to support Macs,” the CIO says.

So the CIO turned to MokaFive Suite, an end-to-end desktop management solution for the enterprise that lets IT deploy a standard, corporate image across multiple computers, Mac or PC. With MokaFive, the virtual OS can be centrally managed, controlled and updated.

Another MokaFive advantage is the ability to perform bit updates to the virtual OS, making software updates transparent to the end user. With other desktop virtualization vendors, including Med-V, a single update requires entire image transfers (3GB +) that take two hours or more.

Even more critical to the enterprise, MokaFive Suite lets PCs and Macs share network resources, such as host printers. “Our business depends on printed documents,” the CIO says, “so this was very core.”

*“MokaFive lets us embrace consumer technology and personalization, while at the same ensuring a managed, secure environment.”*

—CIO  
Prominent Legal Firm

### **The Rewards: Freedom of choice, lower support costs, flexibility for the future**

With MokaFive, the law firm gives lawyers the ability to choose from two PC models and a Mac. So far, half of the firm's lawyers have picked Macs. In fact, the CIO recommends Macs because virtualized Windows apps often perform better on Mac hardware. Macs also have fewer support issues.

Along with a performance boost, MokaFive makes software updates easy. “Being able to send bit updates has dramatically changed how we do them,” the CIO says. “Before, we’d have to stagger and monitor updates because we knew the disruption they would have on users. With MokaFive, it’s incredibly quick.”

Administrative staff now have Office 2003 and a virtualized Office 2007 on the same computer. “The Office versions don’t tread on each other, and administrators can convert to Office 2007 at their own pace,” the CIO says.

All of this has led to a 20 percent reduction in support calls.

One of the biggest benefits comes down the road. MokaFive gives the law firm a flexible framework for the future. “Here in Silicon Valley, lawyers are discovering new apps all the time for both personal and business use,” says the CIO, adding that MokaFive lets him consider apps regardless of platform.

Freedom of choice has greatly improved the relationship between lawyers and the IT department. “There’s buzz among attorneys that if you work for us, you get to use a Mac,” the CIO says. “MokaFive lets us embrace consumer technology and personalization, while at the same ensuring a managed, secure environment.”