



liveSupport™

RevITup™ Legal Business Care Series

Worry-Free IT for Law Firms

Fixed-Fee, Managed IT Services for Law Practices

Program Highlights: The Launch Pad's RevITup™ Legal Business Care Series provides complete IT solutions for law firms, including service protection and proactive monitoring of all key functions on the network, servers and workstations. It is designed to provide your firm with a fixed-cost solution, predictable investment and optimal productivity.

The Launch Pad Legal Services Team has been serving the needs of law firms and corporate legal departments since 1992, covering a broad range of technology requirements, through both professional services and managed IT services. We understand their cultures...collaborative work process...IT challenges...and need for immediate technical support.



Does your firm spend too much time on the basics of providing technology services?
 Are you increasingly reactive and unable to focus on projects that enhance the firm's competitive position?
 Are users impacted by downtime or slowness?

RevITup™ Legal Business Care Series—Fixed-Fee IT for Your Firm

- **Mobility** — Remote access to email, document management systems, billing and time keeping.
- **100% Availability** — No missed billing opportunities. Business-critical applications: Case Management, Calendars, Billing
- **Business Continuity & Disaster Recovery** — Disaster recovery planning, testing and implementation..
- **Security**— Securing confidential client records internally and externally
- **Help Desk and Network Support**— Limited access to technical resources.
- **Technology Planning & Decision Making** — Identifying and implementing the right technology tools for your firm



The Launch Pad
 RevITup™ Business Care - Worry-free IT
 liveconnect™ liveSupport™

IT Cost Savings, Superior Management – RevITup™ Business Care Legal

“Thank you for successfully bridging the gap between our practice management software, the demands of our attorneys and our other IT needs. The Launch Pad obviously **understands the unique needs** of a busy legal practice. The support team deserves praise for demonstrating technical knowledge and skill, but more importantly, for consistently providing **responsive and courteous** customer service.”

~ *Practice Administrator, 44-person law office in Sarasota, FL*

“The Launch Pad has provided our organization with the flexibility and expertise to enable us to **leverage new and more advanced technologies** to grow our practice and improve efficiency. In addition, their Help Desk staff provided us with a **cost-effective support structure** with an 'in-house' familiarity of our needs. Courtesy and professionalism were of great importance to us and The Launch Pad has delivered just that consistently.”

~ *IT Director, 28 person Legal Association, St. Petersburg, FL*

“My experience as a new client of The Launch Pad with several members of your team has been **uniformly professional, helpful and congenial**. I was immediately impressed with the care taken during the transition process to your service organization. I want to extend my thanks and am very glad that we made the decision to engage your firm to help us with our technology deployments, etc. Keep up the good work.”

~ *Chief Technology Officer, 33-person Legal Advocacy Org., Central FL*

“We are pleased with our decision to engage The Launch Pad to manage every aspect of our technology particularly the demanding **remote access needs** of our trial attorneys. Your understanding of the technology needs of busy law firms and your assistance with our mobile-wireless initiatives has been instrumental in **helping us to grow our practice.**”

~ *Practice Administrator, 2 location 70 person Law Practice, Clearwater, FL*

RevITup™ Legal Business Care Service Plan	Basic	Silver	Platinum
24x7x365 Proactive Remote Monitoring and Automatic Ticket Creation of Servers, Desktops and all Network Devices	●	●	●
Automated Problem Correction, Routine Preventative Maintenance and Patch Management	●	●	●
Asset Management and User Information Updating	●	●	●
Anti-virus & Anti Spyware Licenses – daily definition file updates	●	●	●
LiveConnect™ Unlimited Help Desk Access via Phone, Online Chat, and Remote Assistance. Remote Desktop and Server Access Licenses using LogMeIn	Billable	●	●
Desktop Hardware Warranty Parts & Labor /Unlimited Onsite Service	Not included	Not included	●
Unlimited software upgrades/Vendor Warranty/ Vendor/Software Liaison Services	Not included	Not included	●