TruStack
TRUSTED IT PARTNER

Established in **1896**

over **160** people

including **32** partners

over **120** lawyers

S I N T O N S   L L P

**SHIFTING TO A FLEXIBLE AND
EFFICIENT HYBRID WORKING MODEL**

Background

As a full service law firm based in Newcastle upon Tyne, Sintons
LLP provides first class legal advice across a wide range of legal
services to businesses, organisations and individuals in North East
England, from offices in Yorkshire and London to the surrounding
areas, throughout the UK and further afield.

Established in 1896 and with over 160 people including 32
partners and over 120 lawyers, Sintons have an outstanding
reputation for being approachable, trustworthy and providing
practical, pragmatic and robust advice.

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What needed to change?

Before the Covid pandemic, Sintons were exploring the options for hybrid working but never got to implementation. The sudden shift to remote working in 2020 meant Sintons had to quickly adapt. Working with TruStack they had recently installed a VPN which enabled them to allow staff to remotely connect to their desktop computers and be able to work from home.

The existing VPN solution worked well for remote access and business continuity but lacked the disaster recovery capabilities that the law firm needed. To overcome this challenge Sintons began exploring other options that were better suited to their needs, provided the functionality they required and improved security.

As a trusted solutions partner for more than 10 years, Sintons approached TruStack to help them deploy a VDI solution to help them achieve their objectives. Having previously worked with TruStack on other virtualisation projects, they were a logical and natural partner to work with for the implementation of VDI.

"TruStack's knowledge of our infrastructure and environment as well as their VDI solutions being the best technical VDI solution on the market and its seamless integration with the rest of our VMware infrastructure confirmed that they were the ideal partner to help us create an agile and hybrid work environment."

David Mather,
IT Manager, Sintons LLP

Sintons LLP's VDI experience

The implementation of VDI was an urgent business requirement as Sintons needed a better disaster recovery solution. Having worked with TruStack for other virtualisation projects they trusted their partner to deploy a solution that would address their issues and would be the best fit for connection and integration.

In addition to VDI, Sintons also replaced all of their hardware including new ESX hosts, storage from Dell and core network infrastructure as well as refreshing their VMware host.

The chosen VDI solution was VMware Horizon® with NVIDIA™ GRID™. This not only fit well with the rest of the infrastructure and gave them the disaster recovery capabilities they needed, it also delivered faster graphics and a better user experience.

Adopting VDI has helped Sintons reduce complexity and improve security. The solution is very easy to use and TruStack provided support and training to ensure staff were confident in using it.

Sintons have also experienced more flexibility in deployment solutions within the main office and across smaller consulting offices that have less bandwidth due to their locations. It also supports the law firm's future plans to introduce hot desks and breakout areas at the main office.

Benefits and business outcomes of adopting VDI

Four of the biggest benefits Sintons realised are around significant energy cost savings, improved security, better performance and greater IT flexibility.

The energy cost savings from switching from VPN to VDI for remote access have been significant. During the pandemic, staff were connecting to their desktop PCs over a VPN meaning the fleet of 160 Dell OptiPlex PCs was running 24/7 x 365, at a cost of around £8700 per year in electricity.

Using VMware Horizon for local and remote access to computing resources meant Sintons could replace the Dell OptiPlex PCs with Dell Wyse 5070 thin client terminals. These use a fraction of the power of a desktop PC, and as users don't need to connect back to their PCs, machines no longer need to be on 24/7 x 365, It is estimated that Sintons will save £8000 per annum.

The VDI solution from TruStack and VMware improves security, firstly by ensuring data does not traverse external networks and secondly by locking down and hardening the VDI images. The IT team now only need to secure a handful of images which reduces complexity and makes it far easier to manage from an IT and security perspective.

Key Takeaways

- Estimated **£8000** energy saving per annum.

- **Risk of malware** from malicious or compromised software **is less of a concern**.

- Significant **improvements in reliability and performance** with rapid access to data.

- **Greater IT flexibility** in deployment solutions and supports hybrid working.

Another great security benefit is that users are unable to install software onto the virtual machines and if they do it is deleted once they log off which helps eliminate the risk of malware from malicious or compromised software.

As part of the VDI implementation, Sintons have seen vast improvements in performance, and reliability. Having updated all the infrastructure, everything now talks to each other more efficiently. Applications can access data with greater speed and their Proclaim case management system runs twice as fast on VDI than it does on a desktop PC.

From a reliability point of view, IT no longer have to deal with 160 installs of Microsoft Windows and users get greater reliability through a refined image that everybody uses.

How TruStack helped

Utilising our long-standing and strong relationship, TruStack worked in partnership with Sintons to advise them on the best VDI solutions to help them achieve their goals, improve security and become more agile and resilient.
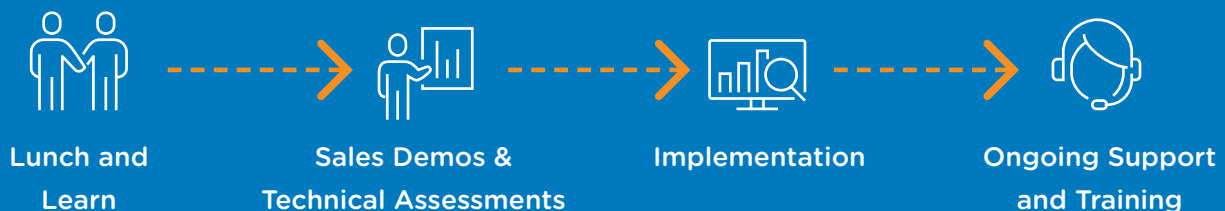
Throughout the project, TruStack has helped Sintons at every stage. From the initial information gathering to sales demos and technical assessments and implementation as well as ongoing support and training to ensure users are confident in the use of the new remote access solution.

"As always, TruStack provided us with a fully working system on time and to budget, their knowledgeable engineers worked seamlessly with our IT team to provide Sintons with a state-of-the-art VDI solution that has helped us shift to a more flexible and efficient hybrid working model."

David Mather,
IT Manager, Sintons LLP

The Sintons VDI Journey with TruStack

Lunch and Learn → **Sales Demos & Technical Assessments** → **Implementation** → **Ongoing Support and Training**

At TruStack we believe in a few simple fundamentals; do the **right thing**, deliver the **best solution possible** and always keep an **eye on the future**.

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Who we are

TruStack Ltd is a multi award winning managed service provider based in the North East of England.

TruStack specialise in delivering end to end solutions from the inception and design phase, though to delivery and on-going management. TruStack takes a consultative approach when looking at each individual business requirement and propose a solution that best fits the needs of the client.

Our solutions are built on both public and private cloud offerings to facilitate the right solution for a client based upon a hybrid cloud strategy. TruStack always aim to provide innovative solutions, expert support and outstanding service.

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