

Brennan Outsourcing & Lindsay Taylor Lawyers



Today's businesses need IT solutions that are reliable, integrated and geared for productivity. When Lindsay Taylor founded Lindsay Taylor Lawyers (LTL), he knew the firm needed an IT and Communications infrastructure that could be quickly deployed and that could grow with the firm's needs. By turning to Brennan, Lindsay Taylor Lawyers have found a complete IT & T solution – allowing the firm to concentrate on what really matters: serving their clients.

The Situation

Lindsay Taylor Lawyers are a specialist planning, environment and local government law firm providing a range of top-tier legal services to government and private sector clients.

When planning and development law expert Dr Lindsay Taylor founded LTL in 2004, he knew the more his new firm could concentrate on delivering its core services, the better its chances of immediate success.

“Outsourcing the non-core elements of our business meant that we’d be able to focus of developing our practice from the outset,” Taylor says. “As a specialist area that would be critical to our day-to-day operations, outsourcing our IT infrastructure made particularly good sense.”

The Solution

After considering a range of providers, Dr. Taylor elected to outsource his firm's IT needs to Brennan. “Brennan appeared the most capable of fulfilling our immediate IT requirements while also being able to accommodate our future growth,” Taylor says.

Brennan now provides Lindsay Taylor Lawyers' complete IT and Telecommunication infrastructure, from server and desktop deployment to managed telephony and 24/7 help desk services.

Whether at home or head office, Brennan's secure private network gives LTL's staff fast and transparent access to email, databases and the firm's other network resources, while Brennan's disaster recovery solution ensures business continuity and allows LTL to operate with confidence.

A managed phone solution that incorporates VoIP technology allows staff to make and receive calls from any location as if working from the office – keeping work arrangements flexible and boosting productivity. And, as part of a complete package of solutions, Brennan also provides LTL's internet service.



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“From the outset,” Dr. Taylor says, “Brennan have understood our business issues and focused on providing us with technologies that improve our productivity and help us better serve our clients.”

The Benefits

Dr Matthew McNamara, LTL’s Director of Business Operations, says that this freedom to focus on serving clients is one of the biggest benefits of Brennan’s solutions. “By turning to a dedicated outsourcer, we’ve been able to quickly and easily acquire the computing and communications solutions we need, without having to hire internally,” McNamara says. “As a growing organisation, the ability to obtain high-quality, cost-effective IT solutions has meant that we’ve been able to concentrate on our strengths.”

Dr. McNamara says that another advantage of a wholly outsourced infrastructure is that there are clear lines of responsibility and one point of call.

“Brennan’s Service Desk team are there around the clock,” McNamara says. “When we encounter an issue, there’s a real emphasis on service and resolution, and they make sure to keep us informed.”

As an organisation which itself places a premium on customer service, Dr. McNamara says that LTL continues to be impressed by Brennan’s high standards. Over the course of their relationship, he adds, LTL has come rely not only on

Brennan’s solutions, but also on their specialist guidance and expertise.

“Brennan’s consultants have provided consistently good advice on problems we’ve encountered and their potential solutions,” he says. “They’ve been proactive about taking the time to understand our business and industry while helping us to prepare for future needs.”

Brennan Account Manager Kristof Kazmer says that Lindsay Taylor Lawyers are an example of a firm harnessing the potential of IT & T outsourcing to retain a reliable, cost-effective and professionally managed infrastructure that is geared to the firm’s requirements.

“Brennan’s relationship with Lindsay Taylor Lawyers has been a long-term partnership,” Kazmer says. “Through our services and expertise, it’s been our job to deliver the solutions that support LTL’s growing operations – leaving LTL to focus on developing their practice and delivering the results their clients need.”

For more information on how outsourcing with Brennan can benefit your business, phone 1300 500 000 or visit www.brennanit.com.au.