

# Delivering strategic innovation to Irwin Mitchell

Advanced, one of the UK's largest software and services companies, were delighted to partner with Irwin Mitchell to support the transformation of the firm's client experience and service delivery. The partnership will see Advanced manage the firm's IT services, central IT service desk, data centres, workplace services, applications, and hardware, and will ultimately deliver a step change in the quality of service and user experience its colleagues and clients receive.

The firm has embarked on a series of strategic transformation projects which it predicts will not only underpin a new phase of ambitious growth for the organisation, but will lead to a change in perception for all law firms. Through its platforming expertise and service offering, Advanced will deliver solutions to enhance collaboration, smart working, a 24x7x365

fully managed infrastructure service and a UK based ITIL aligned service desk that will act as a single point of contact for all users regardless of location.

**Nirupa Wikramanayake, Irwin Mitchell Group CIO, comments,**

**“At Irwin Mitchell, we have set our sights on becoming a technology leader in the legal field over the next five years, with a focus on enabling our colleagues to work flexibly from anywhere while maintaining access to a full suite of services and software. After careful consideration, we chose Advanced as our managed services partner, as they offer industry-leading legal software solutions and services that cover the entire ‘legal journey’ while leveraging the power of the cloud to work smarter.”**

The outbreak of COVID 19 saw Irwin Mitchell accelerate its smart working plans enabling employees to decide not only where they work, but when. Having a remote workforce working non-traditional hours increases the need for a forward thinking Managed Services Partner. Advanced proposed a service model that blends fixed core service elements with flexible consumption-based components such as number of users.

Irwin Mitchell will also move to a Cloud first model, delivering greater flexibility and commercial efficiency through migrating workloads to Microsoft Azure enabling staff to choose where they work from. New collaboration and management tools will be built on Microsoft 365, to enable Irwin Mitchell to meet more client needs and support the firm to achieve its growth plans.



James Green, Managing Director of IT Services at Advanced comments:

**“Covid has been a major disruptor for the legal sector with many firms adopting remote working and transacting across the legal process. This project will put Irwin Mitchell at the forefront of digital working practices in the industry. As businesses, our values are naturally aligned and our cutting-edge services are the perfect solution for Irwin Mitchell to become a cloud first, technology forward business.”**

Nirupa adds:

**“In selecting a managed services partner, it is essential to have a cohesive and complementary culture. We were pleased to discover that our organisational cultures were aligned, making the decision to choose Advanced that much easier. We are confident that Advanced will play a critical role in the delivery of our digital transformation plans, which will significantly enhance both our internal working practices and our client service. We are excited to embark on this journey and look forward to the positive outcomes that lie ahead.”**

**Interested in transforming your business? Contact us today:  
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