

Liquid Web

# Modern infrastructure and reliable support provide peace of mind for Orion



Headquartered in Atlanta, Georgia, and founded in 1985, Orion Law Management offers time billing and account software for high-end law firms.

The company started as one of the first of its kind to offer legal accounting software packages. Orion Law Management now serves 25,000 attorneys who trust the company with their accounting, advanced compensation agreements, productivity data, and advanced analytics to manage people and cases.

As the company grew, its Chief Technology Officer, Jon Yelton, was committed to ensuring that Orion Law Management got the most out of its technology.

## Growth means shifting needs

Over the past two years, nearly a third of Orion Law Management's sales were choosing a new hosted cloud environment rather than an on-premises hosting solution. Because their existing cloud was all VMware-based, the company needed both dedicated VMware and multi-tenant options, so they could offer different packages to different clients.

As clients expanded, opening new offices and supporting remote workers, Orion offered its customers a financial analysis to show them how on-premises hosting compared to VMware in the cloud. The results were clear: Hosted VMware in the cloud would save



### INDUSTRY

Legal services software

### PAIN POINTS

Before Liquid Web:

- Needed cloud solution for legacy software
- Poor support

### SOLUTION

- Migrated Windows-based software to the cloud
- Redundant infrastructure
- Fully managed support

### RESULT

Room to grow

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## Liquid Web

their clients money.

Unfortunately, high growth presented new challenges. Yelton recognized that Orion needed scalable infrastructure, backed by knowledgeable support agents who could quickly help with urgent issues.

Yelton also knew a new provider needed redundant data centers in order for the company to meet it's goal—no downtime at all. And the provider needed to know the ins and outs of VMware with full VM management.

Orion Law Management began looking for three things: **reliability, support, and Windows-based software compatibility.**

## The search for managed VMware

Yelton considered AWS and Azure in their search for a new hosting provider. However, the company did not want to re-architect their software—a costly and lengthy process that would take years and lots of new training. Additionally, providers like AWS and Azure can be overly complicated unless you have only one server.

Another option the company considered was Rackspace, a solution they had previous experience with. But a turnover of account management led to stalled growth and ticket issues not being resolved. With a product as niche as Orion Law Management, Yelton found that explaining their needs to new reps each week became very tiresome.

They also considered smaller data centers in their search. “The problem with other, smaller data centers is they had either colocation or all managed services, not both,” he says. This put Yelton in an awkward position on whom to talk to—the colocation or managed services team.

Yelton and his team need a complete-package solution—a fully

“We needed to migrate our traditional Windows-based solution to the cloud, without rewriting our software.”

- Jon Yelton, CTO

## Liquid Web

managed VMware solution with exceptional support and redundancy built-in, that would just *work*.

It didn't take long for Orion Law Management to find Liquid Web's VMware Private Cloud solution.

## The perfect solution

It was essential to Yelton to find a provider that offered fully managed VMware and seamless managed hosting.

In Liquid Web, he found a partner that can spin up templates as needed, leaving him and his team to care for clients. Liquid Web takes care of the hosting, creating a hassle-free experience of Orion Law Management. "I tell Liquid Web what I need, and they make it happen," says Yelton. He didn't need details about the underlying technology, such as what suites or tools from VMware were installed—it just needed to work.

With Liquid Web, Orion Law Management found precisely what they were looking for:

### Compatibility

Orion Law Management operates with traditional software, which needed to be virtualized in the cloud. Yelton and his team love that Liquid Web could host their Windows 2012 OS-based software on VMware Private Cloud with no re-architecture—a service AWS, Azure, and other major cloud providers could not offer. With Liquid Web, the company has what they need—a firewall, multiple servers, and a fully virtualized network.

### Support

Orion Law Management decided to test Liquid Web's Level-1 Support on a spun-up testing environment with a copy of their database. Within minutes, Yelton discovered the first member of Liquid Web's support team he contacted was phenomenal and knowledgeable, despite his company's intentionally vague request for support. This testing sold Orion Law Management on Liquid Web.

"Liquid Web's techs have been able to address complex and odd issues at astonishing speeds—something we never experienced with other providers. Liquid Web's support team can help with any issue."

- Jon Yelton, CTO

## Liquid Web

**“Your business is only as good as your people,”** says Yelton, noting that Liquid Web’s support was far superior to what he had experienced with previous hosts.

### Reliability

Yelton found that Liquid Web’s highly available infrastructure and redundant data centers checked all the boxes for his clients.

“Liquid Web provides a safe, consistent environment that users can rely on,” he said. “I needed my environment to be elastic. If I needed ten servers, I knew Liquid Web could spin them up.”

## Moving into the future

Orion Law Management is migrating over a dozen new clients onto VMware Private Cloud in the next month, with plans for continued growth.

Thanks to Liquid Web, the whole team at Orion Law Management can sleep well at night, confident that their servers are in great shape, secure, and always available for their clients.

As the company continues to expand, they are confident that the support from Liquid Web will be able to assist with any needs that arise as they grow.

“The support is phenomenal,” says Yelton. “Quit managing VMware and manage your business. Leave it to Liquid Web.”

### ABOUT LIQUID WEB

As part of CloudOne Digital, Liquid Web delivers reliable, secure, and scalable cloud infrastructure tailored to the needs of SMBs, regulated industries, and enterprise institutions. Trusted by nearly 200,000 customers for almost three decades, Liquid Web provides more than infrastructure—we give you the confidence to run your business without distraction.