



CASE STUDY

Industry: Legal Services

Services: Managed IT Services, IT Consulting & Projects

How Penner Lowe Gained Proactive IT Support Without Sacrificing Personalized Service

A growing law firm needed stronger IT guidance and faster support; UV&S delivered stability, responsiveness, and trust.

Executive Summary

As a small to medium-sized law firm, PENNER LOWE, LLC needed more than reactive troubleshooting. The firm wanted responsive support, stronger expertise, and a trusted partner that could guide future technology decisions. UV&S delivered ongoing managed IT support, proactive service, and regular business reviews, helping improve system efficiency, system stability, and leadership confidence in both daily operations and long-term planning.

Challenges

- The firm needed IT support with deeper expertise and stronger service than its previous model delivered.
- Reactive support made it harder to stay ahead of issues and maintain confidence in day-to-day operations.
- Inconsistent responsiveness created pressure on staff who depended on reliable systems and quick issue resolution.
- Leadership lacked a trusted advisor to review technology priorities and plan for upcoming IT-related expenses.
- The firm wanted enterprise-level capability without losing the personal accountability of a relationship-driven partner.

UV&S's Approach

Key Actions:

- Assigned a dedicated account manager to provide continuity, accountability, and a clear point of contact.
- Delivered ongoing managed support across daily IT needs with accessible technicians and strong response discipline.
- Performed regular technology business reviews to assess needs, surface risks, and guide next-step priorities.
- Provided practical recommendations that aligned infrastructure decisions with firm operations and budget planning.
- Took a proactive service approach to address issues early and improve the overall user support experience.

Solutions

- A fully managed IT partnership combined day-to-day support with strategic oversight for the firm's full environment.
- Relationship-based service gave the firm direct access to people who understood its business and technology goals.
- Proactive monitoring and issue management helped improve system reliability before small problems became disruptions.
- Structured planning conversations gave leadership clearer visibility into technology priorities and future spending.
- Responsive support backed by broad expertise delivered large-provider capability with small-team attentiveness.

The Result

- The firm reports a noticeably better customer service experience and greater confidence in its IT partnership.
- System efficiency and stability improved, supporting smoother daily work for attorneys and administrative staff.
- Faster response times and better team accessibility reduced friction when users needed help or guidance.
- Regular reviews and planning support made technology decisions more predictable and easier to budget.
- UV&S earned trust as the firm's go-to resource for all IT needs through proactive, consistent support.



"UV&S gives us the best of both worlds: the expertise of a larger provider and the personal service of a smaller, family-oriented company. They are extremely proactive, have increased the efficiency and stability of our systems, and make us feel supported and confident."

Bring Confidence Back to IT

If your business needs proactive support, strategic guidance, and personal accountability, let's build a stronger IT foundation.

[Schedule A Consultation](#)



 (888) 311-6535

 www.uvstechnology.com

