



**Kagan Moss**  
solicitors

**Kagan Moss is a firm of solicitors based in Teddington, South West London. Established in 1977, Kagan Moss provides services to professional firms, executors, trusts, family clients including elderly, single and retired clients located in Greater London and across the UK.**

## **Extech Cloud helped create a modern workplace for legal firm**

### **Background**

Extech Cloud began working with Kagan Moss in 2015 when they were working with a single server. Over the years, Extech Cloud has set up two server generations whilst supporting the team's case management system, file and folder process, email and accounts package.

Being a cost conscious organisation, Extech Cloud has worked towards ensuring all IT costs are minimised, so as to not impact on client costs.

Today, the team provides ongoing support and general guidance for OneDrive and Microsoft Teams where needed, and is on-hand to support and develop more streamlined ways to ensure the team can work to the best of their ability.

**“We have found Extech Cloud to be the source of reliable advice with good systems for dealing with upgrades, maintenance and emergencies.”**  
**Michael Garson, Partner**

# Journey to the cloud

The team at Kagan Moss had a handful of initial reservations when it came to making the move to the Cloud.

Security and GDPR Compliance were the primary concerns, along with meeting industry Standards - Solicitors Regulatory Authority. They were also worried about changing their existing processes.

At the time of the digital transformation, Kagan Moss had very specific, tried and tested manual processes which covered creating and sharing document packs for client registration, along with ongoing case records based around file storage "drives" on the server.

Extech Cloud worked alongside the team at Kagan Moss to evaluate these processes and to introduce new ways of working while ensuring maximum **security, GDPR Compliance** and meeting **industry standards**.

The solution included implementing **SharePoint** and evolving the way Kagan Moss accessed, stored and shared files. The Kagan Moss team was also effectively set up on **Microsoft Teams** to enable secure remote client meetings.

## Day-to-day support

Today, Extech Cloud provides **service desk support** and operational management of the cloud infrastructure, users and endpoints, along with advice and guidance on emerging products, features and **security compliance** and procedure information.

## Working from home

During challenging times, it was crucial that the team at Kagan Moss had the ability to leverage cloud services to maintain day-to-day business operations while working remotely and to maintain regular contact with clients.

The company was already prepared for working from home, so all members of the team are now **operating productively, from anywhere**.

"I have dealt with many Extech Cloud engineers at the user level and have found that they understand the issue even if it has been expressed to them in a low-level, lay person's terminology. They are generally calm, unflappable and very patient."

**Michael Garson,**  
**Partner**



If you need one-off **IT support** to get your team working from home (#WFH) more effectively, **Extech Cloud** can help. We can also take your whole business operation into **the Cloud**, giving you the freedom you need with affordable monthly payments. Break the IT CAPEX cycle!



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Gold Cloud Productivity  
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