



Remote Working Made Easy with Managed IT Services and a Cloud-Based Phone System.

For Wells & McKittrick, supporting their clients is their number one priority. Since partnering with Granite, the Wells & McKittrick team has seen an improvement in client satisfaction with the ability to take client calls from anywhere, and access client data, safely through their VPN.

SUMMARY	GOALS	RESULTS
 <p>Granite has joined forces with Wells & McKittrick to upgrade their phone system so they can answer calls and texts from clients anywhere. Granite also upgraded Wells & McKittrick's workstations to include a modern cybersecurity stack that keeps employee and client data safe.</p>	 <p>Wells & McKittrick was looking for a managed services partner who they could trust, listened to their concerns, was responsive to service issues, and could help them implement a way to have better remote access to client files on their on-premise server.</p>	 <p>This partnership has greatly improved Wells & McKittrick's confidence in protecting their systems and client data. Since partnering with Granite, the team can communicate with clients via texting from work phone numbers, and have saved countless hours with file transfer since implementing VPN access for a remote server connection.</p>



“With Granite, we feel like we matter, and we feel like Granite wants us to be their client.”

CHAYCE HANSON

Legal Assistant, Wells & McKittrick





Since partnering with Granite, Wells & McKittrick can focus on serving their clients, instead of tech issues.



COMPUTER SECURITY

Wells & McKittrick improved their cybersecurity, by adding a robust set of tools to their workstations, which protects their data from active cyber attacks, phishing attempts, and also keeps their computers up-to-date, so they can focus on clients.



VPN ACCESS

The attorneys at Wells & McKittrick are thrilled that they can easily jump onto the server and access their files from outside the office - thanks to the VPN access that Granite configured.



SERVICE & SUPPORT

Granite effectively categorizes tickets by urgency, understanding what to prioritize and what can wait. In urgent situations, Wells & McKittrick is quick to call in, connect with a Granite tech, and take steps to get issues resolved.



DIRECT LINE

Each employee is given a personal work number to use for calls and texting, protecting any cell phone numbers.



ANSWER ANYWHERE

Employees are able to answer calls anywhere, using the Elevate softphone app included with the phone system.



TEXTING AND SCREENSHOTS

The ability to text clients, especially in the family law and divorce sector, and saving screenshots from a work phone is necessary.