

Improving Uptime and Compliance: How Kantor & Kantor Transformed Operations with Fast Support, Seamless Onboarding, and Stronger Security

Kantor & Kantor is a California-based plaintiff-side law firm specializing in ERISA employee benefits and bad faith insurance matters. With a distributed team of attorneys and staff operating across multiple time zones, the firm handles a high volume of sensitive client data and relies heavily on specialized legal software. As the firm grew, it became clear their existing IT setup was no longer equipped to meet the operational demands of a multi-location, high-volume legal practice.

The Challenge

Prior to working with IT Support LA, Kantor & Kantor's IT operations were managed by a single employee, which quickly became unsustainable for the growing firm. With over 40 employees, each with unique technical requirements and devices, the volume and complexity of IT issues exceeded what one person could manage. Support delays became common, critical tickets went unresolved for too long, and new employee onboarding lacked structure. These gaps created disruptions across departments and raised concerns about operational resilience, especially given the sensitive nature of the firm's data.

As these challenges increasingly disrupted attorney workflows and productivity, the firm recognized the urgent need to work with a dedicated IT partner to modernize their environment. They needed a solution that could not only provide responsive, day-to-day IT support but also build a foundation for long-term data security and technical scalability.

The Solution

Kantor & Kantor partnered with IT Support LA to bring long-term stability, structure, and security to their IT environment. The engagement addressed both **immediate support needs** and **strategic infrastructure improvements** designed to support the firm's growth and remote operations.

The partnership began with **full-service help desk support**, ensuring that day-to-day ticket requests and device issues were resolved quickly regardless of time zone. To streamline communication and oversight, IT Support LA assigned a **dedicated account technician** who now manages all support activity, oversees all technology programs used, and acts as a consistent, knowledgeable point of contact for the firm. IT Support LA also manages direct communication with third-party vendors as well, streamlining technical coordination and freeing the firm's leadership from time-consuming administrative tasks.

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The firm's **onboarding process** for new hires was also restructured and optimized. IT Support LA implemented structured workflows for new hires that include device procurement, pre-configuration, and onboarding support sessions, ensuring every employee is fully equipped and operational from day one.

The IT Support LA team also delivers **hands-on support for core legal software programs** used by the firm, Centerbase and NetDocuments, leveraging specialized expertise to resolve complex software issues with minimal disruption.

In response to a previous phishing attempt, IT Support LA introduced **targeted security enhancements** to better protect sensitive client data and reinforce compliance with regulations governing protected health information.

Results

- **Dramatically improved response times**, with most support tickets addressed within 30–60 minutes, even during peak workloads.
- **Effective onboarding process for new employees**, including equipment setup, delivery, and technical walkthroughs to improve productivity immediately.
- **Strengthened cybersecurity infrastructure**, giving leadership confidence in the firm's ability to protect client information and mitigate future threats.
- **Developed deep technical familiarity with legal platforms**, reducing downtime and improving support outcomes for mission-critical tools.
- **Relieved administrative burden from internal leadership** by managing vendor communications and resolving third-party tech issues directly.
- **Stronger employee confidence in IT systems**, helping reinforce overall satisfaction and retention within the firm.
- **Established a scalable support model** capable of handling the firm's distributed workforce, ensuring consistent service levels and rapid issue resolution regardless of employee location or time zone.

"Legal IT needs are not like other industries. There's no margin for delay when someone's facing a filing deadline or can't access a client file. IT Support LA has shown again and again that they understand this environment. They're fast, they communicate clearly, and they've taken ownership of our systems in a way that gives me full confidence. Whether it's resolving tickets, securing our data, or managing the technical side of onboarding, they've become an essential extension of our operations."

- Tim Rozelle, Kantor & Kantor