



Support when it matters most



THE LAW FIRM:

Established in the Olympic year of 2012, KGW Family Law is Surrey based serving separating and divorcing clients in Woking, Guildford, London and across the South and South East of England. Led by Karin Walker, reputedly one of Surrey's most innovative family lawyers, she is supported by a small team of personally trained solicitors and assistants.

The approach at KGW Family Law, when acting for clients is to endeavour to take away the stress, uncertainty and cost of the court process, whilst assisting through difficult times. They offer all options for resolution of matters by separating couples including solicitor negotiation, mediation, collaborative law and arbitration.

The aim is to find a method of dispute resolution which, if possible, does not involve Court although they are comfortable in the Court arena in the event that there is no alternative.

"Accesspoint came highly recommended by the Head of IT"

- KW, KGW Family Law

THE CHALLENGE:

To provide a user friendly computer system with home access; easy to use by both the IT proficient and those individuals who feel less comfortable at a computer screen. A key objective was also to have backup support readily available by telephone or in person if required.

THE PROCESS:

Accesspoint provided a concise presentation demonstrating how accessible and user friendly the system was and also setting out the benefit of a cloud service. "We liked the fact that we would be cloud based and Accesspoint came highly recommended by the Head of IT at my previous firm" said Karin Walker.

THE SOLUTION:

Accesspoint provided a fully hosted, fully managed solution to include IT Support, off site Backup and Disaster Recovery. The added benefit of the solution provided was that KGW Family Law had an IT Team to support them moving forward as they grow. The system works well and was installed without difficulty including home access. The system runs smoothly most of the time and on the odd occasion that there is a problem, the Accesspoint staff are readily on hand to cause restoration.