

## CASE STUDY

# Capehart Scatchard Finds Litigating with One Profile Improves User Experience While Increasing Efficiencies

## EXECUTIVE SUMMARY

Capehart Scatchard is a trailblazer. The legal firm has served businesses and citizens for more than 135 years and is constantly seeking new ways to serve its clients while driving efficiencies. With a laptop refresh on the horizon, the organization wanted to deliver the same user experience to legal staff, whether they were on remote laptops or working from the office on virtual thin clients. The IT team elected to deploy FSLogix Profile Containers with Citrix XenDesktop and is reaping the rewards. In addition to recapturing valuable time users spent waiting on their laptops to boot and eliminating time-consuming helpdesk tickets related to managing two separate profiles, Capehart Scatchard dramatically improved end-user experience.

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## HIGHLIGHTS

- > Recaptured 720 hours annually—or \$180,000—in time wasted waiting for remote login
- > Dramatically improved end-user experience
- > Saving nearly 40 hours annually on helpdesk issues

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**MARK WILTSHIRE, IT DIRECTOR, CAPEHART SCATCHARD**

### **Cool Facts About Capehart Scatchard, P.A.**

Founded: 1876

Legal Staff/Employees: 200+

Attorneys: 90+

Office Locations: 7

Practice Areas: 12

Headquarters: Mount Laurel, New Jersey

Website: [www.capehart.com](http://www.capehart.com)

### **Challenges**

- > Improve user experience by providing one profile—regardless of whether they are onsite or remote
- > Eliminate helpdesk tickets for assistance with end-user profile reconciliation
- > Dramatically cut the time required to boot remote laptops

### **Solution**

- > FSLogix Profile Container
- > Citrix XenDesktop
- > Citrix XenApp
- > FSLogix Partner: Conversant Group

Founded more than 135 years ago and one of the oldest law firms in New Jersey, Capehart Scatchard has a storied history. The law firm has received a long list of awards for the outstanding services provided to clients. One of the ways it has kept pace in recent years is by embracing technology, using it to improve efficiencies and enhance the legal services it provides to clients.

### **REMOTE END-USER EXPERIENCES**

Last year, when it came time to start preparing for the renewal of its deployment of laptops and the underlying technology infrastructure supporting them, Mark Wiltshire, the IT Director at Capehart Scatchard, determined that it was time to look beyond just a laptop refresh. The firm had been using Citrix XenApp for many years and recently upgraded its docking stations to NComputing thin clients, which previously relied on laptops.

Yet, while this new desktop architecture provided various end-user benefits, it didn’t resolve the problem of managing two separate profiles—one on the XenApp environment, and another on remote laptops. “We have a lot of staff who work outside of the office, and they need a seamless experience,” Wiltshire explains. “This was something that they didn’t have when moving between office thin clients from laptops.”

### **WAITING FOR REMOTE LAPTOPS TO BOOT**

Booting laptops when they were off the network was also a challenge. “It has always taken longer than we wanted, and it was a real point of frustration for end users,” Wiltshire comments. “We wanted to give users the same experience, regardless of whether they are in the office or remote.”

In addition to a degradation in end-user experience, this added up to substantial inefficiencies—almost 720 hours annually. Assuming a rate of \$250 per hour, this equates to \$180,000 in lost billable time.<sup>1</sup>

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### **SEPARATE USER PROFILES INCUR PROBLEMS**

But the challenges extended beyond boot times. Having two separate profiles meant users had two sets of Google bookmarks, a different set of cached email addresses, Word, PowerPoint, and Excel templates, among other things,” Wiltshire says. “Certain elements in other software solutions such as case management and accounting also needed to be maintained separately.”

When users would encounter profile conflicts, they would submit helpdesk tickets for support. According to Wiltshire, his team experienced an average of at least one per week. “Sometimes, we had to manually copy portions of a profile to our Citrix servers,” he notes. This added up to a huge amount of time, about 35 hours annually for both IT staff and end users.

### **ONE PROFILE FOR ON-PREMISE AND REMOTE USERS**

Wiltshire kicked off a process to evaluate solution alternatives last year. Capehart Scatchard’s technology solutions provider Conversant Group, which is an FSLogix partner, recommended that Wiltshire consider FSLogix Profile Containers along with Citrix XenApp. He and his team tested out virtualized profiles on remote laptops with and without FSLogix, and it became quickly clear that

FSLogix with XenApp was the right choice. “The cost-benefit ratio of FSLogix was quite good,” Wiltshire reports. “Users get the same profile whether they are logged into a workstation or working remotely on a laptop.”

The integration of FSLogix into the larger solution was seamless for Capehart Scatchard. “FSLogix is very easy to implement and manage,” Wiltshire notes. “Thus, though we leveraged their help with other parts of the deployment, we really didn’t need their help with the FSLogix piece.”

Over an approximately five-month timeframe, Wiltshire and his team tested the solution. Then, in the spring of 2018, they began to slowly roll it out to end users. “The response has been very positive,” he observes. With some of our users spending upwards of half their time away from the office, the intangible value—consistent user experiences and the ability to focus on servicing clients—is quite palatable. Indeed, whether it is laptops booting in a matter of seconds or a single profile image, Capehart Scatchard sees value.

“FSLogix aligned perfectly with our profile management requirements,” Wiltshire sums up. “We’re very pleased with the investment and its returns.”

“The benefit versus cost of FSLogix was quite good. Users get the same profile whether they are logged into a workstation or working remotely on a laptop.”

**MARK WILTSHIRE, IT DIRECTOR, CAPEHART SCATCHARD**

## RESOURCES

<sup>1</sup>This assumes 60 remote users X 240 days annually X 3 minutes per login / 60 minutes = 720 hours.

## ABOUT FSLOGIX

FSLogix is the leading innovator of solutions that reduce the amount of hardware, time, and labor required to support desktop virtualization platforms. With implementations ranging from less than 1,000 to over 50,000 users, FSLogix Apps enhances user experience and productivity, while reducing support requirements for IT departments. FSLogix is a Microsoft partner, Amazon Workspaces partner, VMware partner, Citrix Ready partner, Red Hat partner, two time Best of Synergy winner, CUGC Alumni, and a first-year sponsor of the CUGC Women in Technology Mentoring program. The company is headquartered in Atlanta, GA, with offices in Salt Lake City, Denver, Boston, the Netherlands, and London, England. For more information, visit [www.fslogix.com](http://www.fslogix.com).