

Customer story

Jackson McDonald

Why WA's leading legal firm, Jackson McDonald, moved to the cloud.

Situation

Jackson McDonald (JacMac) is Western Australia's largest independent law firm with nearly 150 staff and 26 partners, offering a full range of commercial legal services. For nearly a century, JacMac have provided specialist legal services to a broad client base across an array of industries including health, construction, energy, education, government, mining and more. JacMac needed a local cloud hosting provider to assist their IT team and manage their infrastructure to remove any risk associated with maintenance of self-managed servers.

We wanted a partner that aligns closely with our brand promise (experience, confidence and clarity) with customer-service in their DNA that we can count on as an extension of our team.

Nicola Dullard, Chief Experience Officer, JacMac.

Solution

"It was Christmas Day when the phone rang... it was the alarm system," recounts Christanto Taneda, IT Manager at JacMac. "There was a rush to the office where our IT environment was housed to ensure there were no issues" continues Christanto.

JacMac realised they needed a better solution to remove any risk and potential downtime which could have a major impact upon their core business, servicing some of WA's (and Australia's) leading businesses. There were three primary considerations for JacMac when looking for a hosting solution:

1. Continual availability and uptime, along with adhering to and complying with licensing requirements.
2. The need for data to be hosted locally (not just within Australia, but within WA). This was based on sovereignty requirements for sensitive client data, along with potential latency experienced with east-coast hosting.
3. Customer service excellence and the need for a partner that could be counted upon.

Migrating from managing a server room on-premises over to Macquarie Cloud Services' dedicated Launch™ private cloud and backup solution was seamless. "Moving to Macquarie meant we now had the flexibility to upscale or downscale as we see fit with continuous availability. This gives us a huge advantage as it removes the need to purchase infrastructure and the evaluation criteria and approvals that go with it. Additionally, Macquarie worked diligently in ensuring we adhered to, and maintain, all licensing regiments up front. This meant no governance risks and even a significant cost reduction as a result." adds Nicola.

With Macquarie Cloud Services' Launch™ private cloud availability zone right here in Western Australia, JacMac can rest assured their environment complies with any local data sovereignty protocols. "We're seeing more tenders ask us for details on where our data is held. It's reassuring, given our stature in the market that client data is all held within our borders. What's more, we don't have to contend with any latency issues either."

Further to the highly available, flexible on-shore hosting and backup solution,



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JacMac also experience world-class customer service. With Macquarie Cloud Services being the leader in Net Promoter Score (NPS) in the industry, customer excellence is at the forefront of the partnership, with customers enjoying a dedicated account team. “Dom O’Neill, Sean Bardon and Eduardo Okada are fantastic to deal with. Whether it’s needing a server

snapshot, or any queries, they are taken care of within a matter of hours and sometimes minutes. Having an on-shore, dedicated support model who are resourceful, accountable and go above mean they are effectively an extension of my team and they care about us.” Christanto explains.

The value add was instant. When we migrated to Macquarie, we felt they embodied similar values to our brand promise around experience, confidence and clarity. All of which they have demonstrated during our partnership.

Nicola Dullard, Chief Experience Officer, JacMac.

✓ Results

The value delivered by Macquarie was immediate. Macquarie Cloud Services have successfully forged a partnership with JacMac which has allowed the iconic WA brand to focus on their core business, meeting client needs. This partnership allows JacMac:

- The benefits of Australia’s most recommended private cloud, backed up to the east-coast, removing the risk of physical security breaches whilst maintaining the highest level of availability, flexibility of upscaling/ downscaling as required.
- Day one compliance and maintenance of licensing regiments, removing any compliance risks and resulting in significant cost savings.
- WA-based environment fulfilling any sovereignty requirements and eliminating any potential latency issues.
- Australia’s best customer service based onshore acting as an extension to the existing JacMac IT team.