



Liquid Web™

## "Effortlessly Moved Traditional Windows Software to the Cloud with VMware Private Cloud" - Orion Law Management

### INDUSTRY

Legal Services Billing & Accounts Software

### PAIN POINTS

Orion Law Management's Windows-based productivity software was deployed on-premises at each law firm, but 1/3 of their new clients were demanding a cloud-based solution. To migrate their traditional software offering to a hyperscale cloud environment like Microsoft Azure would involve completely redeveloping the software from the ground up. Orion Law needed a solution that could accommodate the current software. Also, their current hosting provider was not qualified to meet their shifting needs, and there was little support for the growing company.

### PRODUCTS

VMware Private Cloud Multi-Tenant & Dedicated Colocated Servers  
Acronis Cyber Backup & VPN  
Load Balancer, SAN, Hardware Firewall

### HOW LIQUID WEB HELPED

The Most Helpful Humans in Hosting® gave Orion Law Management peace of mind with incredible reliability and unparalleled support. In addition, Liquid Web provided redundant cloud infrastructure with high uptime. This fully virtualized VMware network was secure and fully managed—so Liquid Web could focus on hosting, and the company could focus on their business.

Headquartered in Atlanta, Georgia, and founded in 1985, Orion Law Management offers time billing and account software for high-end law firms.

The company started as one of the first of its kind to offer legal accounting software packages. Orion Law Management now serves 25,000 attorneys who trust the company with their accounting, advanced compensation agreements, productivity data, and advanced analytics to manage people and cases.

As the company grew, its Chief Technology Officer, Jon Yelton, was committed to ensuring that Orion Law Management got the most out of its technology.

“We needed to migrate our traditional Windows-based solution to the cloud without rewriting our software.”

- Jon Yelton,  
Chief Technology Officer, Orion

## Growth at Orion Law Management Means Shifting Needs



Over the past two years, nearly a third of Orion Law Management's sales were choosing a new hosted cloud environment rather than an on-premise hosting solution. Because their existing cloud was all VMware-based, the company needed both dedicated VMware and multi-tenant options, so that they could offer different packages to different clients.

As their clients expanded, opening new offices and supporting remote workers, Orion offered its customers a financial analysis to show them how on-premise hosting compared to VMware in the cloud. The results were clear: Hosted VMware in the cloud would save their clients money.

Unfortunately, the high growth presented new challenges for the company. Yelton recognized that Orion needed scalable infrastructure that was backed by support agents who were knowledgeable and able to help quickly with urgent issues.

Also, Yelton knew this new provider needed redundant data centers in order for the company to meet its goal—no downtime at all. And the provider needed to know the ins and outs of VMware with full VM management.

Because of these experiences, in choosing a new hosting provider, Orion Law Management began looking for three things: **reliability, support, and Windows-based software compatibility.**

# The Search for Managed VMware

Yelton considered AWS and Azure in their search for a new hosting provider. However, the company did not want to re-architect their software—a costly and lengthy process that would take years and lots of new training. Additionally, providers like **AWS** and **Azure** can be overly complicated unless you have only one server.

Another option the company considered was **Rackspace**, a solution they had previous experience with. But a turnover of account management led to stalled growth and ticket issues were not being resolved. And with a product as niche as Orion Law Management, Yelton found that explaining their needs to new reps each week became very tiresome.

They also considered smaller data centers in their search. “The problem with other smaller data centers is they had either colocation or all managed services, not both,” he says. This put Yelton in an awkward position on who to talk to—the colocation or managed services team.

Yelton and his team needed a complete-package solution—a **fully managed VMware** solution with exceptional support and redundancy built-in that would just work.

As the only hosting provider that openly displays front and center a VMware Private Cloud solution, a simple Google search led Orion Law Management to Liquid Web.

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“Liquid Web’s techs have been able to address complex and odd issues at astonishing speeds—something we never experienced with other providers. Liquid Web’s Support Team can help with any issue.”

- Jon Yelton,  
Chief Technology Officer, Orion

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## Liquid Web Emerges On Top

It was essential to Yelton to find a provider that offered **fully managed VMware** and **seamless managed hosting**.

In Liquid Web, he found a partner that can spin up templates as needed, leaving him and his team to care for clients. Liquid Web takes care of the hosting, making a hassle-free experience for Orion Law Management. “I tell Liquid Web what I need, and they make it happen,” says Yelton. He didn’t need details about the underlying technology, such as what suites or tools from VMware were installed—it just needed to work.

With Liquid Web, Orion Law management found precisely what they were looking for:

### Compatibility

Orion Law Management operates with traditional software, which needed to be virtualized in the cloud. Yelton and his team love that Liquid Web could host their Windows 2012 OS-based software on VMware Private Cloud with no re-architecture—a service AWS, Azure, and other major cloud providers could not offer. With Liquid Web, the company had what they needed—a firewall, multiple servers, and a fully virtualized network.

### Support

Orion Law Management decided to test Liquid Web’s Level-1 Support on a spun-up testing environment with a copy of their database. Within a matter of minutes, Yelton discovered the first member of Liquid

Web's support team to be in contact was phenomenal and knowledgeable, despite the company's intentionally vague request for support. This testing sold Orion Law Management on Liquid Web.

**"Your business is only as good as your people,"** says Yelton, noting that Liquid Web's support was far superior to what he had experienced with previous hosts.

## Reliability

Yelton found that Liquid Web's highly available infrastructure and redundant data centers checked all the boxes for his clients. "Liquid Web provides a safe, consistent environment that users can rely upon," he said. "I needed my environment to be elastic. If I needed ten servers, I knew Liquid Web could spin them up."

## Moving into the Future

Orion Law Management is now migrating over a dozen new clients onto VMware Private Cloud in the next month, with plans for continued growth.

Thanks to Liquid Web, the whole team at Orion Law Management can sleep well at night, confident that their servers are in great shape, secure, and always available for their clients.

As the company continues to expand, they are confident that the support from Liquid Web will be able to assist with any needs that arise as they grow. "The support is phenomenal," says Yelton. "Quit managing VMware and manage your business. Leave it to Liquid Web."



## ABOUT LIQUID WEB

Building on 24 years of success, our Liquid Web Family of Brands delivers software, solutions, and managed services for mission-critical sites, stores, and applications to SMBs and the designers, developers, and agencies who create for them. Liquid Web (Managed Hosting), Nexcess (Digital Commerce Cloud) and StellarWP (WordPress Software and Tools) have more than 500,000+ sites under management, have over 100,000 software subscribers and 2 million+ free version software users. Collectively, the companies have assembled a world-class team of industry experts, provide unparalleled service from solution engineers available 24/7/365, and own and manage ten global data centers. As an industry leader in customer service, the rapidly expanding brand family has been recognized among INC. Magazine's 5000 Fastest-Growing Companies for twelve years.