

Tiger Eye

Microsoft Azure managed services



DOHERTY
ASSOCIATES
Combined Expertise

Introducing Tiger Eye

Tiger Eye provide a comprehensive suite of software and services for law firms and corporate legal departments. Trusted by firms globally, they implement, support and optimise the iManage Work platform, the market-leading document and email management system for the legal sector. They were established in 2005 and are a team of 40.

The challenge

Tiger Eye were advancing to the next phase of their client-centric strategy, focusing on developing new products and enhancing their trusted services. To achieve this, they needed to migrate their servers and infrastructure from a legacy data centre to a modern, agile hosting environment. After careful consideration, they selected Azure for its robust capabilities.

It was crucial for Tiger Eye to collaborate with a partner, who could drive positive outcomes through innovative technology. They required an expert cloud services provider to facilitate the migration of core systems from their existing platform to their new Azure environment.

The approach

“Doherty provided us with strategic guidance on what needed to be done and how to do it. Migrating from a legacy data centre is complex, and their input, information, and advice were invaluable in making this transition to Azure successful. We had numerous questions about compliance and governance on the Azure platform, which we discussed in detail. Their technical knowledge was outstanding.

Once the project scope was agreed upon, we engaged with the senior project manager and were assigned a lead technical engineer, both of whom were extremely knowledgeable. The budget was set and adhered to throughout the project. Timeframes were also agreed upon and consistently met. We were kept informed with regular updates, including numerous project and technical calls. Ultimately, the project was a resounding success.”

Kevin Mouzer,
Head of iManage Professional Services

“

After an extensive search for an IT partner, we chose Doherty Associates. We met their team and immediately felt a connection due to our shared ethos. We really gelled, which was a key factor in our decision. We are very pleased with our choice.

I feel happy and confident in our new Azure environment. We're safe, secure and have an excellent platform to move forward with our ISO 27001 accreditation and Cyber Essentials Plus. We can now report on anything statistically. Our servers perform better, and our remote workers find the Azure VPN connection a lot quicker and smoother than our previous solution.

Kevin Mouzer, Head of iManage Professional Services

“

Working with Doherty Associates has been a godsend. They delivered the solution on time and on budget. It helps me sleep at night knowing that our data is secure and their people are looking after the most important assets that we have.”

Dave Wilson, Founder and Chief Innovation Officer

The solution

Azure environment

A new environment was designed and built with the right policies and controls. Best practices for security, governance, cost efficiency, and reliability were maintained, while unlocking new capabilities for both technical and wider business impacts.

CSP onboarding

Tiger Eye was onboarded to the Cloud Solution Provider programme and existing Azure subscriptions were migrated to CSP. This enabled lower costs, flexible billing, and enhanced support from the Doherty team.

AD health check

A health check was performed to assess Tiger Eye's identity and access management infrastructure. Issues, risks, and best practices were identified through secure access methods, with adjustments to enhance security and efficiency.

Management and monitoring

Doherty's Azure management and monitoring solution was deployed, providing comprehensive visibility and control over Tiger Eye's Azure resources and ensuring optimal performance and resource management.

SRM deployment

Service Remote Monitoring was deployed to manage alerts, disk space, and other critical aspects of the infrastructure. This included the installation of management agents, monitoring tools, and setup of alert systems.

Post-migration

Tiger Eye's Virtual Machines (VMs) were onboarded for 24/7 management. This included service desk access, OS patching, data backup management and scheduled maintenance, ensuring continuous support of the VMs.

Remediation reports

Power BI provided a dashboard view of the environment, supporting optimisation of Azure performance, security, and cost efficiency, providing valuable insights and actionable recommendations.

Critical remediation

A report was generated highlighting any critical issues or vulnerabilities. Necessary remediation tasks were performed, prioritising urgent problems in collaboration with Tiger Eye.

The benefits

Integration and management

Tiger Eye's cloud environment is seamlessly integrated with their IT infrastructure. The complexities of cloud management are taken care of.

Scalability and flexibility

Tiger Eye's systems are designed to scale-up to handle peak loads efficiently, and scale-down to control cost and ensure a seamless experience.

Enhanced organisation agility

System architectures follow Microsoft best practice, with the Doherty team ensuring alignment, improvement and agility where advice changes.

Security and compliance

Tiger Eye are compliant with industry standards and protected from threats and regulatory breaches. A proactive approach to security keeps their data safe.

Cost efficiency

Costs are controlled without compromising performance or security. Tiger Eye can easily track and allocate their Azure spend.

Expert support

Doherty Azure experts are on hand to assist with any challenges and provide the knowledge needed to maximise Azure's potential.

Ready to make the most of your Microsoft Azure investment?

About Doherty Associates

Doherty Associates provide intelligent IT solutions to a long list of satisfied clients. Based in central London, we have a 30-year track record of empowering workforce productivity, security and innovation. We offer an authentic ongoing relationship designed to support your personal journey, not a 'one size fits all' approach. It all starts with understanding your priorities, so please get in touch.

W: doherty.co.uk T: +44 (0)20 8987 1150 E: enquiries@doherty.co.uk

