



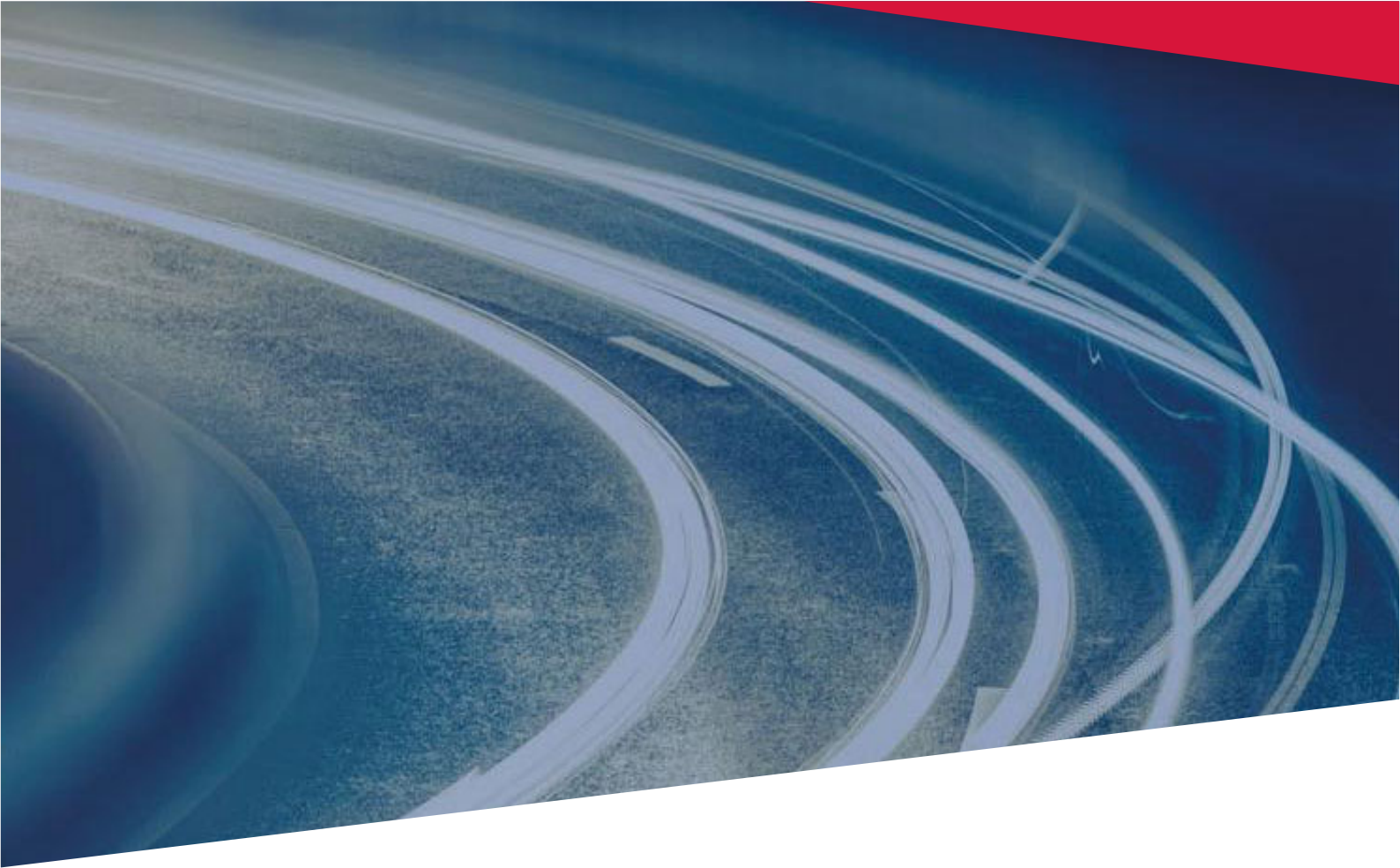
**ARDENT**  
LEGAL RECRUITMENT

help



**CASE STUDY**

**Ardent Legal Recruitment**  
IT Support with help4IT's Pay As You Go offering



## THE CLIENT

Ardent Legal Recruitment are private practice experts. Their consultants have years of experience at the heart of the UK legal search and recruitment market, working across the UK Legal market. They place Associates, Senior Associates, Counsel, Legal Directors, Professional Support Lawyers, first-step Partners, lateral Partners and Teams. Established for almost a decade with long standing relationships with their clients.

Ardent supports a range of causes by donating a proportion of their annual profits to charity. One of the causes they are particularly proud of is involvement with the charity Building Malawi, a small UK based charity committed to improving opportunities for children in Malawi.



## THE CHALLENGE

Ardent faced challenges in managing their IT systems effectively due to the budget constraints of being a small team, despite their low head count, the services of a fully-fledged IT department were required, without long-term contracts and a high monthly retainer. A strong emphasis on data security was required due to the sensitivity of personal data being held and managed.



# THE SOLUTION

In April 2018, Ardent engaged with help4IT to migrate the remainder of their systems into Microsoft's 365 platform. Once this initial project was completed minimal support was required on a day-to-day basis, staff turnover is low, therefore onboarding and offboarding requests are kept to a minimum. help4IT conduct an annual scheduled security check of Ardent's systems, ensuring they are keeping up to date with the latest security developments whilst keeping the IT consultancy costs to a manageable level.

Day to day issues are managed by help4IT's ISO accredited helpdesk and technical staff, all in compliance with ISO 9001 (Quality) and ISO 27001 (Security) standards.

- Ardent Legal Recruitment benefit from cost-effective IT support, only paying for the services they use.
- The Pay As You Go model allows Ardent to maintain control over their IT budget while accessing professional support as needed.
- help4IT's responsive assistance helps Ardent overcome IT challenges promptly, minimising disruptions to their operations.
- Ardent experiences improved efficiency and reliability and security within their IT systems.



**Having access to help4IT's experienced team of staff gives me the assurance of having an IT department, just as if having an IT department at the end of the corridor, without recruitment costs or an expensive monthly retainer.**



Kat Jones  
Operations Manager

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