

Reputation is Everything

Walsh Gallegos's improved network boosts productivity and client trust

Walsh Gallegos Kyle Robinson & Roalson PC

www.walshgallegos.com

- Austin-based law firm specializing in school law
- Serving educational institutions since 1983
- Eight offices across states of TX, NM and OK
- Clients include 500 school districts



Challenges

- Network outages leads to disruption
- Lack of reliability risks the firm's reputation
- Sensitive student data must remain secure
- No network visibility for the small IT team

Solutions

- [Lumen®IP VPN](#) with built-in security
- [Lumen® SD-WAN](#) and [Lumen® SASE](#) for added network visibility and resilience
- [Lumen Managed Security](#), including firewall management

Results

- Protected against data breaches that plague other firms
- Increased productivity
- Enhanced security boosts client trust
- Improved scalability led to the addition of five new offices



WALSH GALLEGOS

“ Lumen has significantly enhanced our operational efficiency and technology capabilities. One of the most notable achievements was a significant reduction of our network downtime, which translated into increased productivity, billables and customer satisfaction.”

— Steve Koenig

IT and Facility Manager, Walsh Gallegos

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LUMEN®

Challenge

Building a reputation for reliability

Public education is Walsh Gallegos's passion. Since 1983, the Austin-based law firm has served educational clients in all aspects of school law. Today, the firm represents 500 school districts from eight offices across Texas, New Mexico and Oklahoma.

With the firm handling sensitive data, security is vital for ensuring client trust. And in the competitive market of education law, a reputation for reliability is just as important. "If you're not reliable, you're not going to be hired," says IT Manager Steve Koenig.

The firm's previous network provider didn't deliver on security or reliability. Frequent outages and capacity issues disrupted attorney work, and the small IT team had no visibility into the network.

The situation caused frustration at the growing firm and anxiety for Koenig's team. "We never knew what to expect," he says.

Solution

A strong, robust network delivers continuity

In contrast, Lumen demonstrated expertise, scalability and attentiveness in developing a roadmap tailored to the firm's goals.

"We chose to partner with Lumen because of their commitment to security, innovation and a customer-centric approach," Koenig says.

The firm uses Lumen® SD-WAN and Lumen® SASE for enhanced visibility and resilience, as well as the built-in security protections of Lumen® IP VPN. Lumen also handles the firm's security management, effectively expanding Koenig's team.

"Everything I've got from Lumen has been best of breed," Koenig says. "I have visibility into things I never had before."

They also leverage backup circuits with automatic failover, so outages no longer disrupt attorney work. "When you have that kind of redundancy built-in, it's like bullets bouncing off Superman."

Lumen Solution Set

- [Lumen® IP VPN](#)
- [Lumen® SD-WAN](#) and [Lumen® SASE](#)
- [Lumen Managed Security](#)

Results and Future Plans

A reputation for productivity earns clients' trust

Over the past 20 years with Lumen, the firm has added five offices and experienced very few network-fault outages. Regardless of circumstances, attorneys continue to ensure their clients have what they need to best serve the districts' public schools. "It gives us that continuity of workflow," Koenig says.

Walsh Gallegos also remains unaffected by the security breaches hitting their competitors. Enhanced security "not only safeguarded data, but also boosted our clients' trust," says Koenig. Increased productivity and reliability has positively affected the firm's reputation, and they've seen higher billable hours and customer satisfaction.

"Lumen has proved to be more than a service provider. They're a strategic partner dedicated to our long-term growth and success," Koenig continues.

By partnering with Lumen, Walsh Gallegos gained the security, visibility, reliability and performance needed to deliver top-notch services to the area's public schools.

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