



Cutting-Edge IT with a Focus on Customer Satisfaction

Case Study

- Organization:** Del Collo & Mazzanti, LLP
- Location:** Paoli, PA
- Industry:** Legal
- Services Offered:** Workers' Compensation Defense, Civil and Criminal Defense Litigation

"I would only take the time to make this kind of a recommendation for a company I thought was exceptional. Graffen has earned it, and they deserve an endorsement of the highest order."

PETER DEL COLLO, MANAGING PARTNER AT DEL COLLO & MAZZANTI

Graffen Delivers Consistent Business Solutions

Challenge

When Del Collo & Mazzanti decided to expand their practice areas to include criminal defense litigation, they found themselves in need of technological updates. At the time, the firm didn't accept credit cards, a significant barrier to many clients. In addition, the firm's network needed compliance updates in order to meet the standards required by the insurance industry.

Solution

First, Graffen built and supported relationships with third-party vendors so the firm could accept credit card transactions. Second, Graffen customized a cybersecurity program to meet the expectations of clients in the insurance industry. Understandably, defending personal injury and workers' compensation cases routinely require access to, and storage of, social security numbers, healthcare records and other sensitive data. Insurance companies, and so many other businesses today, are particular about the level of security afforded by the companies with which they work.

Results

Today, Del Collo & Mazzanti serves Pennsylvania and New Jersey and employs nine attorneys and additional legal staff. And it's no coincidence the firm's relationship with Graffen has evolved along the way. Initially, Graffen provided dictation and copy services. These days, Del Collo & Mazzanti considers themselves a full-service client.

Technology Solutions to Stay Ahead of the Curve:

- **Mobility When it Mattered:** At Graffen's recommendation, Del Collo & Mazzanti employees moved from relying on desktop work setups to mobile workstations with laptops. As a result, staff were able to stay productive with little to no interruption when the Covid lockdown hit just a few months later.
- **True Partnership:** Quarterly meetings with Del Collo & Mazzanti's account manager review goals to ensure objectives are being met and outpace new threats.
- **Advanced Cybersecurity:** Safeguards, software and industry compliance standards protect sensitive data and meet client expectations.

Graffen is Known for:

- People-first IT solutions.
- Superior, professional communication.
- Over 58-year track record for customer success.
- Environmentally friendly efforts and mindset.
- Cutting-edge IT products and services.
- Customer-centric culture.

"From the helpdesk to the account managers, everyone at Graffen is accessible, knowledgeable and patient. They use language easily understood by those of us who are not technically inclined."

PETER DEL COLLO, MANAGING PARTNER AT DEL COLLO & MAZZANTI



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About Graffen Business Systems

Graffen is a tight-knit, eco-conscious tech firm that has been a trusted name in business technology since 1963. In the decades since, we have developed the institutional knowledge that it takes to respond to rapid innovation in the tech sphere with authority and ease. For more information, call **610-467-9989** or go to **www.graffen.com**.

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