



Cloud Geeni

**From Downtime to Dependability:
How Cloud Geeni Modernised
a Legal Practice**

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About Bartletts

Bartletts is a Liverpool-based legal practice built on the kind of work where every hour counts. In legal services, time is currency – and when systems fail, it isn't just frustrating. It's costly.

This case study outlines how we supported Bartletts, a Liverpool-based legal practice, in modernising their IT environment.

The Challenge

When Cloud Geeni first engaged with Bartletts, the firm's IT infrastructure was showing its age. Their servers sat on-premise at their Liverpool office, remotely supported by a third-party provider that wasn't keeping pace with the business.

The problems had become hard to ignore



Support requests were going unanswered for longer than anyone was comfortable with



Every time the systems went down, billable hours went with them – costing the business thousands in lost productivity



Outages were happening with enough regularity that staff had started to expect them



The server hardware itself was nearing end of life, making a significant capital investment unavoidable

The question wasn't whether to spend money, but whether simply replacing the servers would actually fix anything – or just delay the same problems by a few years.

For Mike, the office manager responsible for keeping day-to-day operations running smoothly, it had become untenable. The weight of managing IT risk alongside everything else wasn't sustainable, and the impact on the firm's ability to serve clients was too important to ignore any longer.

The Solution

With deep experience in the legal sector, Cloud Geeni already understood the applications Bartletts depended on – and what a busy legal practice actually needs from its IT.

Rather than a like-for-like hardware refresh, they designed a solution that addressed the root cause while eliminating the capital expenditure burden entirely. Bartletts was migrated to Cloud Geeni's fully managed, UK-based private cloud environment.

The answer wasn't more hardware. It was a fundamentally different approach.

The migration was handled end-to-end by Cloud Geeni, with minimal disruption to the practice throughout.

This included:



Secure hosted servers within resilient UK data centres



Replication to a secondary site, with infrastructure already live and ready to take over in the event of an outage



Clearly defined SLAs, giving the firm accountability and predictable response times for the first time



Proactive monitoring and management across the full environment



Fully managed email security, protecting users, data and reputation from phishing, malware and other threats

Results

The impact was immediate. But the most significant shift wasn't technical – it was operational:

- 1** Outages dropped, protecting billable hours across the practice
- 2** Support responses came within agreed SLA timeframes, replacing uncertainty with reliability
- 3** System performance improved consistently for everyone using it day to day
- 4** Documented disaster recovery processes meant the firm knew exactly what would happen in a worst-case scenario – and who would respond
- 5** No capital expenditure on new hardware, replaced by a predictable monthly operating cost

For the first time, Bartlett's team could focus entirely on client work – without IT problems pulling their attention away.

As Mike, the office manager, put it simply: "It just works."

What This Means for Your Business

If your organisation is still running on ageing servers or relying on a provider that isn't delivering, it may be time to rethink your infrastructure.

Cloud Geeni's private cloud platform offers secure, resilient, fully managed IT hosting – without the capital outlay or the compromises.

Get in touch to find out how we can help.



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