



Services: Managed IT, Document Management, Security, Education

Industry: Legal

Website: maserlaw.com

**Maser, Amundson & Boggio’s #1 Focus is Elder Law.
Element’s #1 Focus is Award-Winning Technology Services.
A Winning Combination**

Maser, Amundson & Boggio, P.A. is a top-rated Minnesota law firm specializing in elder law, special needs planning, and general litigation. Their passion, “equipping individuals with the tools they need to handle whatever life brings their way,” has differentiated their firm from others because of their strong focus on helping clients lead fulfilling lives.

With a focus on clients and their individual needs, the firm’s technology and security could easily take a back seat and/or be treated as a “low priority,” but the firm’s administrator, Janet Bender, understands the value a strategic managed IT service partner provides.

Janet came to Maser, Amundson & Boggio, P.A. in 2019 with experience in large company IT collaboration and running point on enterprise technology implementations which proved to be useful expertise when the firm re-vamped and upgraded some of its IT driven services and software programs.

Enter Element Technologies, a forward thinking technology partner specializing in IT Services, Cybersecurity, Document Management, and Education. Element first started working with Maser, Amundson & Boggio, P.A. five years ago, and has been collaborating with Janet Bender on numerous strategic IT projects over the last three years.

When the firm first reached out to Element, they needed a comprehensive IT overhaul including upgrading mission-critical document management (DMS), migrating the firm to Office365, fortifying systems security, and implementing an outsourced IT model to best position the firm for current and future technology needs.

According to Jeff Alluri, Element’s Chief Revenue Officer, serving firms like Maser, Amundson & Boggio, P.A. is the lifeblood of the IT Services provider. “We have worked with similar firms for the past 20+ years and have enough best practices and lessons learned under our belt to provide custom IT Support to not only help Janet and her team keep IT running but also help innovate so the firm can singularly focus on its clients.”

“

“We have worked with firms like Maser, Amundson & Boggio, P.A. for the past 20+ years and have enough best practices and lessons learned under our belt to provide custom IT Support ... to not only help the firm keep IT running but also help innovate so they can singularly focus on its clients.”

- Jeff Alluri, Chief Revenue Officer. Element

”

Belief and trust in Element’s people

Janet Bender views managed IT expertise as vital to smooth operations.

“We are a law firm specializing in elder law ... that is our core competence. We’ve chosen to have an expert, Element, to consult with when selecting and implementing software, updating our systems, running a support helpdesk, or securing all our data. Element, their wealth of knowledge in anything IT, and their impressive track record of working with law firms of all sizes is what sets them apart and why they are our vendor partner of choice.

The service Element provides is superior, and based on my experience, is one of the most essential aspects of a collaborative and productive business relationship. Having a dependable team of

“

"Having a dependable team of experienced IT professionals at my side not only provides peace of mind but reassures me that we can deliver the services and software our users need when they need them."

- Janet Bender, Firm Administrator, Maser, Amundson & Boggio, P.A.

”

experienced IT professionals at my side not only provides peace of mind but reassures me that we can deliver the services and software our users need when they need them.”

Remote Working Realities

Document management systems are mission-critical legal technology at the heart of all law firms' day-to-day operations. Implementations are notoriously intense and involve internal and external resources. Now try rolling out a DMS DURING a pandemic, remotely, while onboarding your entire firm ... no onsite configuration or troubleshooting, no deskside training.

During the first outbreak of COVID, the firm and Element managed IT remotely including all NetDocuments DMS-related end user training. Jeff Kaplan, one of Element's IT gurus and document management specialists, provided four-hour-long virtual user and administrator tutorials that Janet and the firm kept intact, and reused as needed, until Element produced and implemented, as a part of their training cache, Element University, their "one stop training shop."

Janet Bender considers Element her outsourced IT team: "Our firm and Element collaborate on everything IT, including selecting and implementing a new document management solution; inventorying, moving, and replacing servers and



other necessary hardware; supporting existing software, and providing user training for the likes of our NetDocuments DMS; actively participating in our longer-term IT strategic planning, and providing best practices for our new remote working reality.”

User Adoption: Recipe for Success

One area that Janet and her team take great pride in is getting users up and running on new technologies and making sure nobody is left behind. “I have been closely involved with many technology implementations throughout my career, and quickly learned giving people the opportunity to be left behind or use a different system can be confusing, inefficient and disastrous. We are all creatures of habit so if you provide access to the ‘old way’ of doing things, many users will inevitably do what they are most comfortable with and resist change. It is a matter of setting very clear parameters, over-communicating, both internally and with your outsourced partners, having a clear understanding of how the staff will use new tools, and providing specific training to maximize productivity.”

A critical aspect of the firm’s success with Element is transparency and service delivery. “I am transparent and honest with the Element team, so if something needs to get fixed, I immediately address it and work with them to achieve resolution. Not only does Element respect our honesty and willingness to actively communicate, they answer the call with timely and high-quality service. If there is a problem they do not know how to immediately solve, they find a solution as quickly as possible.”

“Element makes me feel as though I am their priority and that they will drop everything to help me and the firm. Gold Star service is important to the firm and me, it helps solidify our mutual trust,” reflects Bender.

“

“Element makes me feel as though I am their priority and that they will drop everything to help me and the firm. Gold Star service is important to the firm and me, it helps solidify our mutual trust.”

- Janet Bender, Firm Administrator, Maser, Amundson & Boggio, P.A.

”

Tale of the Tape

Profile: With more than three decades of practice expertise, Richfield-based Maser, Amundson & Boggio, P.A. is one of the most established Minnesota law firms dedicated solely to elder law. The team of nine attorneys and 20+ legal and administrative support staff has guided clients through complex situations specific to the elderly, life care planning, individuals with special needs, and general litigation.

Technology Challenge: Running a small but agile firm without dedicated internal IT while providing users with the tech tools they need to succeed, be productive, efficient, and tech worry free.

Managed IT Solutions: Element Technologies is the firm's outsourced IT Department and provides the following IT services and local support:

- Legacy platform migration and implementation of NetDocuments DMS including collaboration and automated document bundling
- Migration to Office365
- User training (Includes Element University)
- Server maintenance
- Cybersecurity readiness and training, including multi-factor authentication
- Three-year IT strategy planning
- New software implementations
- Hardware procurement
- Software troubleshooting and helpdesk support

Mantra: Element makes us feel like we are their only client.

