



SECUREWON
Protecting Possibilities



CASE STUDY

After dealing with repeated drops in service quality and slow response times from their previous IT provider, Cape Cod law firm Dunning, Kirrane, McNichols & Garner approached SecureWon in search of a dependable, long-term partnership. By implementing a complete modernization of their environment, powered by Secure Automate, we helped restore stability and strengthen cybersecurity to give DKM&G confidence in their technology again.

Dunning, Kirrane, McNichols & Garner (DKM&G)

Dunning, Kirrane, McNichols & Garner (DKM&G) is a well-established legal firm serving Cape Cod and Plymouth County since 1974, supporting clients in real estate law, commercial transactions, estate planning, litigation, and family matters. With a practice built on precision, responsiveness, and client trust, the firm relies heavily on dependable technology, which made their ongoing issues with delayed support and unstable systems especially disruptive.

Challenges

The employees at DKM&G were left frustrated and unable to perform effectively by their previous IT provider, whose quality of service had progressively declined as the result of multiple sales in a short spell of time. Support tickets were taking days just to receive a reply – and even longer to resolve. A distinct lack of strategic guidance left the law firm in the dark when it came to emerging cyber threats and missed opportunities to improve efficiency and strengthen client trust. They simply needed a reliable and timely IT partner that could keep up with their needs.

"I feel like our data is very safe with SecureWon. I feel like they are very on top of when things arise, but also then preventing moving forward."

Haley Kirrane, Office Manager, DKM&G

Our Solution

Seeing the inconsistent and reactive environment DKM&G were coming from, we introduced Secure Automate - our fully managed Infrastructure-as-a-Service (IaaS) solution built for long-term stability and security.

We needed a solid foundation to build from, so we started by stabilizing their environment with a next-generation firewall security appliance. Once we had that base level of protection, it was a case of layering in additional tools like Secure SIEM and Secure XDR to give the firm unprecedented visibility and security.

Shifting focus to the strategic side of things, DKM&G now had a responsive helpdesk team they could rely on, bundled into Secure Automate's managed services with proactive monitoring and regular security updates. We also provided dedicated account presence, ensuring the firm stays informed on new security practices and technologies that support their mission.



Positive Results

The transformative difference was felt almost immediately – DKM&G were now working with a fully-managed, enterprise-grade IT environment. This brought a number of benefits:



Responsive Support: Support tickets that once took multiple days are now handled promptly, reducing disruptions and allowing the firm to keep workflows on track through busy periods.



Peace of Mind: With Secure SIEM, Secure XDR, and next-generation firewall protection, DKM&G now benefits from enterprise-grade security, continuous monitoring, and rapid threat detection, which mitigates risks their previous provider never addressed.



Greater Efficiency Across the Organization: Modern devices, cloud-managed networking, and proactive maintenance allow employees to work efficiently without the bottlenecks caused by outdated hardware and slow response times.



A Path Forward: With ongoing account presence, DKM&G now has a clear roadmap for improving technology, staying current with security best practices, and building an environment that supports long-term growth.

With SecureWon's Secure Automate solution in place, DKM&G has transitioned from outdated, reactive IT to a fully managed, resilient, and future-ready environment. The firm now benefits from a trusted IT partner dedicated to stability and long-term improvement, which allows their team to stay focused on serving clients with confidence.