

North Highland Speeds Up Device Migrations

Consulting firm boosts productivity, billable hours, and revenue with Code42

northhighland.
WORLDWIDE CONSULTING

Headquartered in Atlanta, North Highland is a management consulting firm with offices in the United States and London.



What They Love
Faster device migrations



Deployment strategy
Hybrid



Endpoints protected



Industry
Management consulting

Consulting firms face the constant challenge of keeping the workforce productive—and their data protected—with so many consultants always working on the go. North Highland’s business was not an exception, and they too experienced the difficulties of a highly mobile workforce before turning to Code42.

As a global management consulting firm, 80 percent of North Highland’s 2,600 employees work on the road, from hotels, and at client sites. To keep its consultants productive and billable, the firm equips all of its employees with laptops so they can work anytime, anywhere.

Before adopting Code42, efficient device migrations were a challenge and productivity took a major hit every time a laptop was lost or stolen. “We do a lot of churn on laptops,” said Lincoln Higdon, IT director at North Highland. “Between laptops being dropped, stolen, something spilled on them, and normal attrition rates, the ability to quickly replace these machines is critical.”

The company had been utilizing another solution for data backup and migrations, yet with nearly 40 laptops needing

replacement each week, restores were slow and labor intensive. With each laptop, IT administrators needed to wait for the restore to finish—a process that took as long as one to two days—before shipping the device to the employee. “We’re billable by the hour, so if a consultant doesn’t have access to her machine or files for a few days, that cuts a lot of business,” Higdon said.

Improved productivity and revenue

By moving to Code42, North Highland has improved employee productivity and increased billable hours. Device migration times have been reduced from one to two days to about 15 minutes, meaning that consultants spend less downtime waiting for their laptops to arrive. Service desk workers simply start the refresh process and then ship the laptop to the consultant, who can continue to work while data is being restored.

CRITICAL NEEDS

- ▶ Faster device migrations
- ▶ A more reliable tech refresh process



BUSINESS VALUE

- ▶ Device migrations reduced from days to minutes
- ▶ Increased productivity and revenue
- ▶ No lost data
- ▶ Higher employee satisfaction

Another benefit of Code42 is that it meets clients' compliance requirements. "Many of our clients require us to adhere to the same regulations they do," Higdon said. "So they care how we're backed up, that data is encrypted in transit and in the cloud, and that there's private cloud storage. Code42 helps us check off these security boxes."

No lost data

Code42's advanced data protection and encryption features also mean that data is always safe—whether consultants lose a file or their entire laptop. One time, for example, a consultant left his laptop in the London Underground, and didn't realize it until he got home and noticed his laptop bag was empty. The consultant had a project deadline and called the IT department in a panic.

IT overnighted him a new laptop with all of his data restored, enabling him to get back to work the next day.

Another time, an employee who liked to mix packets of hot chocolate into her coffee spilled the entire mixture onto her laptop, rendering it unusable. The woman was a high-level administrative assistant who supported several top executives, so any downtime meant a big hit to productivity. "We were able to restore her and get her back and operational in an hour and a half," Higdon said. "It was the best smelling laptop I've ever worked on in my life."

With Code42, North Highland has increased user satisfaction of IT services in an industry where productivity and billable hours are key to survival. "When a consultant's laptop dies, they lost it, or physical damage occurs accidentally, they're in panic mode," said Higdon. "And then when we tell them we've got Code42 and everything is backed up as of 15 minutes ago, they can't believe it. Code42 has saved us on many occasions. It's made a huge difference to our organization."

"Code42 has saved us on many occasions. It's made a huge difference to our organization."

Lincoln Higdon, IT director, North Highland



LEARN MORE

To read more customer success stories, visit:

code42.com/customer-success



FOR MORE INFORMATION: [CODE42.COM/CONTACT](https://code42.com/contact)

CORPORATE HEADQUARTERS | 100 WASHINGTON AVENUE SOUTH | MINNEAPOLIS, MN 55401 | 612.333.4242 | [CODE42.COM](https://code42.com)