

A woman with voluminous, dark, curly hair is smiling and looking upwards and to the right. She is wearing a red button-down shirt and a gold hoop earring. The background is a bright, out-of-focus interior space with vertical lines, possibly from a window or door.

# **Internet Downtime:**

The unexpected threat to your law firm's success




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# Introduction

In your line of work, time is everything. Each hour billed is a direct contribution to your firm's revenue. And in a profession where the majority of your tasks depend on stable internet access—from drafting and filing documents to client communications—connectivity is non-negotiable. When your internet goes down, so does your ability to bill, collaborate, and deliver the service your clients expect.

As a growing law firm, consistent, reliable internet access is no longer a secondary consideration. It's the foundation of your operations. Without a secure backup solution, you're leaving your practice vulnerable to preventable risks that can cost time, revenue, and reputation.



**In this eBook, we'll explore the true costs of internet downtime, its impact on your firm, and how you can ensure uninterrupted connectivity.**



# Section 1: How internet outages halt legal operations

## Dependency on digital tools

The core of modern legal work relies on uninterrupted digital access. Here's how internet downtime disrupts the essential tools your firm depends on:



**Case management software:** Most firms use cloud-based (internet based) platforms for case files, scheduling, and client details. When connectivity drops, your team is locked out of these essential tools, leaving cases on hold and tasks unmanageable.



**Communication platforms:** Communication with clients and colleagues relies heavily on email and messaging. When these channels go offline, urgent documents can't be sent, updates can't be received, and meetings must be rescheduled.



**Legal research:** Access to online legal databases is critical for case preparation. Without a connection, attorneys lose access to statutes, case law, and vital precedents, delaying research and response time.



# Section 2: The real cost of internet downtime in law firms

## Quantifying the loss

Downtime isn't just a brief inconvenience. It is a direct financial loss. When an internet outage stops work, billable hours are wasted, cases stall, and client needs are left unmet. Let's break down the impact:



**Immediate financial impact:** Every missed hour costs you. For instance, if 3 attorneys bill at R2500 per hour, a single outage affecting several attorneys can quickly add up to thousands in lost revenue. Over time, repeated interruptions can have a serious effect on your firm's financial health.



**Impact on reputation:** Clients expect precision, efficiency, and responsiveness. Repeated connectivity issues can make your firm appear unprepared, leading clients to question its reliability. In a competitive legal market, being perceived as technically reliable can make the difference in attracting and retaining clients. Internet outages don't just disrupt workflow—they affect the trust and confidence clients have in your firm.

## Section 3: Your firm's safety net

When connectivity fails, your operations can come to a sudden halt. That's where failover connectivity becomes essential, providing a seamless backup to keep your firm connected, productive, and reliable.

### What is failover connectivity?

Failover connectivity is essentially a backup internet connection that activates when your primary connection fails. Think of it as having a reserve parachute; you hope you never need it, but when something goes wrong, it can save the day.



**Secondary internet connection:** The failover connection is typically a different type of internet from your primary connection, such as a mobile data solution using a SIM card, which acts as the backup.




**Automatic switching:** When your primary connection—like fibre—experiences a disruption, the system detects the outage and quickly switches to the backup connection. This process happens seamlessly, with no action required from you or your team.



**Uninterrupted operations:** Once activated, the failover connection supports essential online activities. While it might not match the full speed of your primary connection, it ensures that your operations don't come to a halt.



**Redundancy for reliability:** By using a different type of technology, failover connectivity minimises the risk of simultaneous outages, keeping your firm online no matter the circumstances.



Knowing that your connection is safeguarded allows you to focus on your work, without worrying about unexpected outages.

# The tangible benefits for your firm



**Zero downtime:** Failover connectivity ensures that your entire team—attorneys, paralegals, secretaries, and support staff—can continue working without interruptions. From meeting deadlines to billing hours, operations stay on track, and critical tasks get done without delays.



**Protected reputation:** Demonstrating reliability in every situation reinforces client trust and positions your firm as dependable and professional. With failover connectivity, your firm can deliver the same seamless service that larger firms offer, helping you compete on equal footing.



**Financial safeguard:** Every hour of downtime is lost revenue. A failover solution keeps billable hours flowing and prevents unexpected costs like overtime or expedited services, directly protecting your firm's financial stability.

## How Vodacom Business can help you

At Vodacom Business, we recognise the unique demands of the legal profession and the importance of maintaining a stable, uninterrupted internet connection. Our aim is simply not to just provide a service, but to be a dependable partner who understands what's at stake for your firm.

Whether you're seeking a failover solution to prevent downtime, scalable connectivity, or a trusted provider of support, we're here to make sure your firm is prepared for any eventuality. By partnering with us, you can focus fully on your clients, knowing that your technology is designed to keep your practice productive, resilient, and ready for whatever the future holds.



## Conclusion

For a law firm, connectivity is the backbone of your practice. By investing in a failover solution, you're actively securing your firm's productivity, reputation, and revenue.

Take the steps now to ensure your firm remains connected, responsive, and ready to meet client demands without interruption. With the right connectivity in place, you can focus on what matters most: delivering exceptional legal services.





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