



How Ferguson Case Orr Paterson Streamlined Operations with Responsive, Scalable IT Support

Facing complex IT issues and security needs, the firm gained proactive support that streamlined daily operations.

Services: Managed IT Services, Cybersecurity Services

Industry: Legal Services

Location: Ventura, California

Executive Summary

Ferguson Case Orr Paterson needed a dependable IT partner that could handle day-to-day support, resolve complex technical issues, and strengthen network security without disrupting the business. FTI Services provided responsive, proactive support and scalable solutions over a long-term relationship, helping the firm streamline operations significantly while building confidence in its IT environment.

Challenges

- Complex technical issues demanded experienced troubleshooting before they could disrupt daily work.
- Network security needed improvement to better protect the firm and support dependable operations.
- Day-to-day IT demands required a responsive partner who could keep support needs from slowing staff.
- The firm needed an IT provider with strong communication and follow-through, not just reactive fixes.
- Support had to scale with the business while improving efficiency across ongoing IT operations.

Solutions

- A long-term IT support partnership that combined daily assistance with experienced problem resolution.
- Security-focused network improvements designed to strengthen the environment without adding complexity.
- Smart, scalable recommendations aligned to current operations and future business requirements.
- A responsive support model that balanced fast issue handling with proactive guidance and oversight.
- Operationally focused IT changes that reduced friction and helped teams work more efficiently.

FTI’s Approach

Key Actions

- Provided ongoing day-to-day IT support to address user needs quickly and keep core operations moving.
- Troubleshoot complex technical issues with deep expertise and a focus on restoring stability fast.
- Worked with the client to improve network security as part of a broader, dependable support model.
- Maintained responsive communication and consistent follow-through so issues did not stall progress.
- Applied a proactive service approach that helped surface needs early and support long-term planning.

Results

- Operations became significantly more streamlined through smarter support and better-aligned IT changes.
- The firm gained a responsive, efficient IT partner trusted to handle both daily support and complex issues.
- Confidence in the network environment improved as security needs were addressed within ongoing support.
- Strong communication and follow-through helped create a reliable, low-friction service relationship.
- The client describes FTI as a forward-thinking partner that consistently exceeded expectations.



“Exceptional service and support. We’ve had the pleasure of working with FTI for years now, and I can confidently say they’ve exceeded all expectations. From the very beginning, their team demonstrated professionalism, deep technical expertise, and a true commitment to customer satisfaction. Whether it was troubleshooting complex issues, improving our network security, or helping with day-to-day IT support, FTI was always responsive, efficient, and proactive. Their solutions are both smart and scalable, and they’ve helped streamline our operations significantly. It’s rare to find a team that combines technical skill with such great communication and follow-through. I highly recommend FTI to any business looking for reliable and forward-thinking IT support.”

Jessica Hammer
Ferguson Case Orr Paterson

Strengthen Your IT Support Strategy

See how a responsive, forward-thinking IT partner can streamline operations and support secure business growth.

[Get Help Now](#)

(805) 865-7366

ftiservices.com