

THE TEST AHEAD

STAYING AHEAD OF A SHIFTING TECHNOLOGY LANDSCAPE



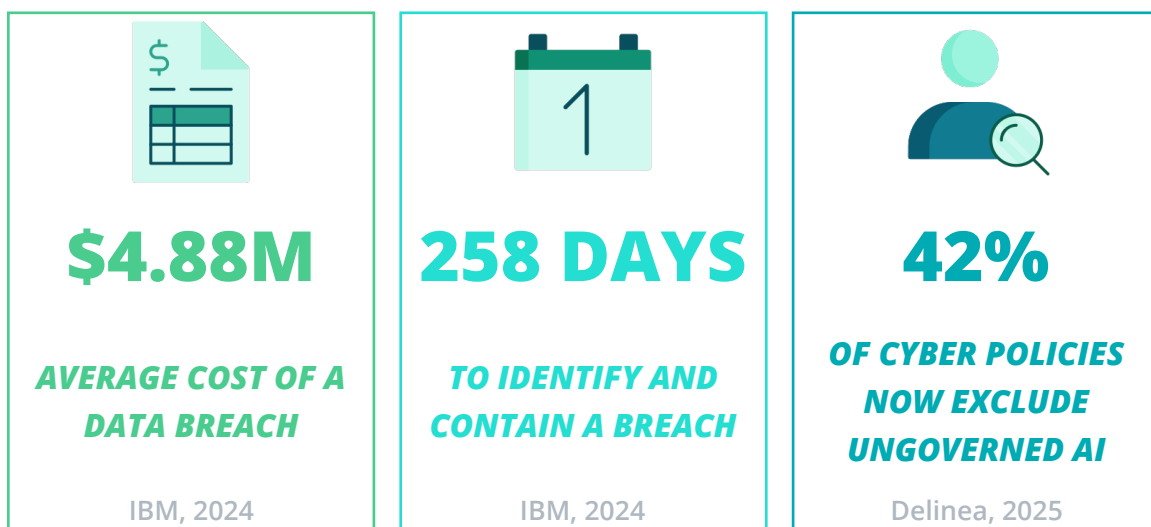
Technology decisions have never carried more weight or moved faster, and no firm should navigate them alone. What protects a firm isn't more tools. It's one partner who runs the environment, protects it, and helps lead it forward.

ONE ACCOUNTABLE PARTNER ACROSS RUN, PROTECT, AND LEAD, AND WHY FORESIGHT BEATS FIREPOWER

If you are the person your firm looks to for technology, the last few years have asked a great deal of you.

The decisions have gotten larger, the timelines shorter, the margin for error thinner, and the ground keeps moving under each one. Cloud costs that only ever fell are climbing. AI arrived faster than any policy could keep up with. Client security expectations have hardened into audits and questionnaires. And providers many firms leaned on for years are being bought, merged, and rolled up. This is often by investors whose plan is to grow fast, cut costs, and sell, with your service quietly reduced to a ticket queue somewhere you'll never visit.

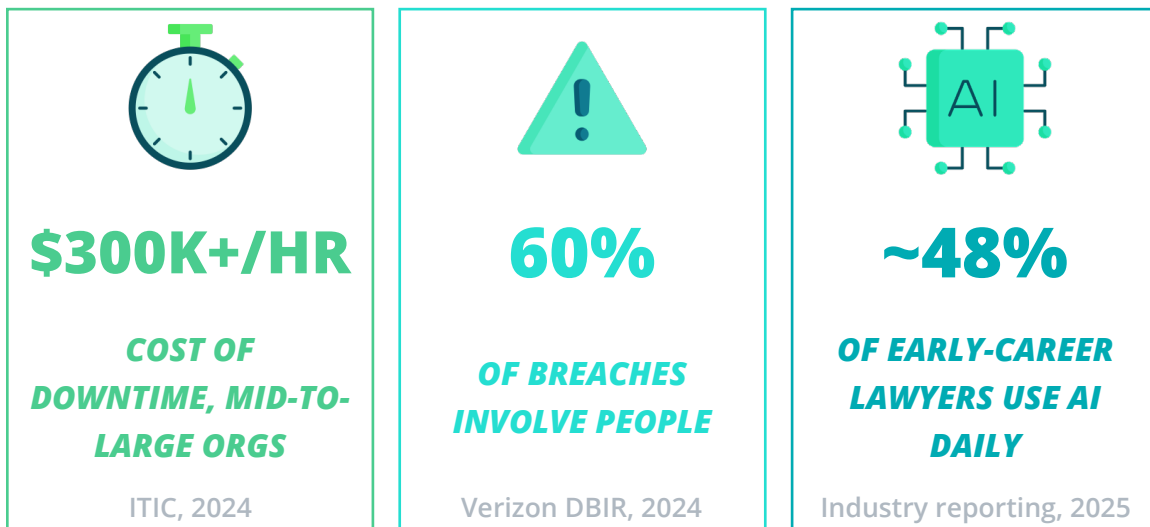
THE STAKES, BY THE NUMBERS



Sources: IBM Cost of a Data Breach 2024; Delinea, 2025.

Change is outrunning what any lean team can absorb

Each shift can seem manageable on its own, but when problems start arriving all at once, they become a run of consequential, expensive, hard-to-reverse decisions landing faster than most firms are built to make them. Seeing them coming takes a kind of scale most firms in the fifty-to-five-hundred range cannot reasonably staff. It's not a failure of the team. It is a mismatch between the pace of change and what any lean group was ever built to absorb, and the cost of falling a step behind is quiet but real:



Sources: ITIC 2024; Verizon DBIR 2025; industry reporting.

The wrong-way bet. A cloud commitment made just as the economics turned, or an AI tool bought before anyone defined how it would be governed.

The gap a client finds first. A security hole surfaced by a client's audit instead of your own team.

The vanishing partner. The provider you counted on gets acquired, your account manager changes for the third time in three years, and the people who once knew your environment are gone right when you need them most.

The 2 a.m. with no owner. Something fails in the middle of the night and no one truly owns the outcome.

One partner. Three disciplines. Full lifecycle.

What carries a firm through a period like this is not more technology; tools commoditize. It is one accountable partner who runs the environment, protects it, and helps lead it forward, ensuring the seams between those disciplines, where shifts usually get missed, simply close. That is IST's **Managed Technology Services**, and it comes in three areas that help your firm thrive without giving up ownership or control:

Run - keep the firm working. Day-to-day IT, keeping attorneys productive and the environment reliable, so technology interruptions stop eating billable time, with critical knowledge turned into firm knowledge rather than living in one person's head.

Protect - protect client trust. A 24/7 managed security program, stopping threats, watching around the clock, and standing up to client reviews and insurance renewals, backed by a SOC 2 Type II-audited security culture.

Lead - move the roadmap forward. Fractional CTO, CIO, and CISO leadership turning technology risk, cost, and priority into decisions your partners can make, without a full-time hire for each.

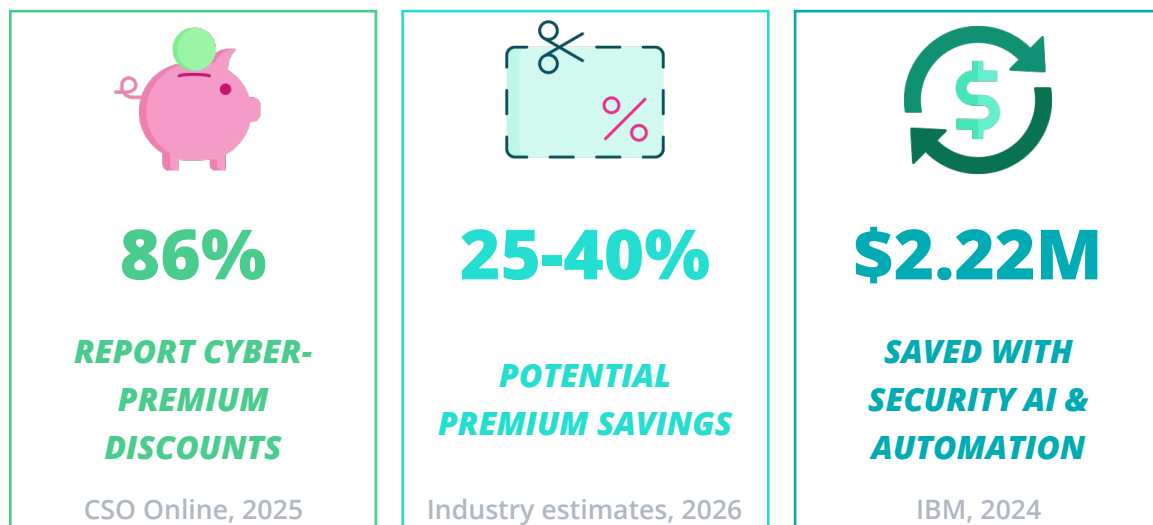


Foresight is the thing that doesn't commoditize

Having a trusted partner will keep you ahead of the curve rather than reacting after the bill, the breach, or the audit has already arrived:

- **We see risk before it becomes disruption.** We look around corners months ahead, flagging the renewal, the lifecycle issue, or the cost shift while it is still small.
- **We tell you the truth, even when it costs us.** When something isn't worth your money, we say so. Candor may have cost us line items, but we are here for relationships.
- **We own it until it's resolved.** Not "escalated," resolved, with an owner and a timeline, so you are never left chasing us for an update.

Getting ahead of the curve also shows up where the business feels it because insurers make security posture central to coverage. Risk identification and solution need to be proactive, well-run program, and IST delivers is exactly what carriers now reward:



Sources: CSO Online 2025; industry estimates 2026; IBM 2024.

An operating model forged where the stakes are highest

What sets IST apart from a general-purpose provider is the Litigation Support. It demands an uncommon discipline: every workflow documented,

every action defensible, every chain of custody able to withstand scrutiny, deadlines measured in court orders rather than service tickets. IST has run technology-enabled legal support in that environment for decades, and same discipline underpins our Managed Technology Services. Just as important is who we are: privately held, with no outside owner and no exit clock. We are not being packaged to flip, which is why the team you get to know is the team that stays. IST is the opposite of the rolled-up, reorganized providers that turn clients into account numbers. Clients are not hiring an IT provider that bolted governance on later, but partnering with an organization built to still be here, and still know them, in ten years. IST is SOC 2 Type II-audited and built to perform where accountability matters most.

Clients stay because they never feel like they're managing a vendor. They feel like we're standing inside their organization, managing everything else.

This is not theoretical. For the in-house legal organization of a global professional-services firm, IST is migrating roughly 500 terabytes across 585 active matters between data centers, governed by a 22-page scope of work and a 450-step project plan, with 24/7 managed services standing up behind it and minimal downtime as the standard. When an environment we manage faces a rigorous third-party security audit, our people sit at the table and answer as if we worked there. And when something once failed in the middle of the night, the client did not have to call to find out. We called them with a plan.

No two firms are the same. Let's start with yours.

The right path through this shift depends on your firm, not a template. We would like to understand the issues you are currently facing and show you, specifically, how we would solve them: a customized look at your environment, where you are exposed, where you are headed, and what a single accountable partner would change. It begins with a conversation, not a contract. And because Run, Protect, and Lead each deserve a closer look, this is only the first in the series. ■ ■ ■

One accountable partner across Run, Protect, and Lead, and why foresight beats firepower

Technology decisions have never carried more weight or moved faster, and no firm should navigate them alone. What protects a firm isn't more tools. It's one partner who runs the environment, protects it, and helps lead it forward.

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