

Client Spotlight



Company Name:
Handler, Henning &
Rosenberg LLC (HHR)

Name & Title:
Matthew Rosenberg,
Owner/Attorney

Location:
Harrisburg, PA (HQ)

Website:
HHRLaw.com

Industry:
Personal Injury Law



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Helping HHR Help People: How Matthew Rosenberg of HHR Found And Partnered With IntermixIT To Streamline And Secure Their Technology Protocols

Running a bustling personal injury law firm requires focus and dedication, leaving little time to worry about technology issues like replacing servers or enhancing cybersecurity to lower insurance rates. This was the challenge Matthew Rosenberg of Handler, Henning & Rosenberg LLC (HHR) faced before partnering with IntermixIT. Thanks to this partnership, Matthew and his team now operate confidently, knowing their technology systems are both efficient and secure, allowing them to concentrate on delivering premier personal injury law services in Harrisburg and throughout Pennsylvania.

An Ever-Evolving Need

HHR is Central Pennsylvania's largest personal injury law firm, with six locations and a history dating back to 1922. Matthew, a second-generation attorney, shares, "My father ran the firm before me. I've been here for over 13 years now, and since coming in, I've always tried to be towards the forefront of technology. For example, we went paperless fairly early."

Despite this forward-thinking approach, technology presented challenges. "We have an in-house tech guy who has worked with us for nearly 40 years," Matthew explains. "He's fantastic, but the issue was that technology began to evolve at a very rapid pace. With each passing year, there were new technology needs, and honestly, we could barely keep up."

Recognizing the need for expert assistance, Matthew sought help for replacing outdated equipment, moving to the cloud, and implementing security protocols necessary for affordable cybersecurity insurance. "I sat down with my brother-in-law, who's also in tech, and he helped me vet some companies," says Matthew. "I'd heard of IntermixIT before, and our offices were under three miles apart, so I decided to contact them for a meeting. When I met with Andy at IntermixIT, everything they put forward was great, and I also got along with them personally—both of us being Penn State guys—so I went ahead with their expertise. They gave me a ton of options, which I really appreciated, and it was the best decision I could've made at the time."

A Tech Transformation

The partnership with IntermixIT began in 2022, and they immediately started addressing HHR's technology needs. "We started by switching out our old computers with laptops so that our employees could work remotely and securely," recalls Matthew. "Then, we moved from a server to the cloud, so now our storage, office management system, and accounting software are all cloud-based."

This transition provided significant benefits. "This has been huge for me as a business owner because I can see our books from anywhere. I used to rely on a printed report every Friday, but now I could be working from Tahiti if I wanted to."

One of the most significant improvements IntermixIT facilitated was enhancing HHR's cybersecurity compliance. "We had tried to get cybersecurity insurance before working with IntermixIT, but there was a reason the premiums were so high, or some companies just said no—we weren't secure," Matthew explains. "Now, because of the steps they've taken to tighten up our security on the back end of things, we've been able to get good insurance to protect us should something get through the cracks." In addition, IntermixIT provides quarterly cybersecurity classes for Matthew's team, which helps employees combat the numerous phishing and spam emails they receive daily.

A Productive Partnership

Regarding the overall impact on HHR's business, Matthew states, "It's definitely made us more productive as an organization. Yes, we implemented several transitions at once, but now things are seamless, and I have peace of mind knowing my business is secure."

He continues, "I also appreciate how they're so proactive. They reach out to me at least once a quarter to see how things are going or if I have any concerns, and they're always mindful of our budget and willing to go through several options to make sure what they're offering is the best choice for our business."

When asked what advice he would give to other business owners seeking IT support, Matthew says, "Ironically, what makes IntermixIT such a great tech company is that I don't have to deal with them. You see, IntermixIT is so good because they take care of everything in the background. And if I do need to reach out, things get resolved quickly."

IntermixIT's adaptability and collaboration with HHR's existing tech staff further set them apart. "IntermixIT has been amazing at integrating our in-house tech into what they're doing," Matthew mentions. "I could see some companies saying, 'You don't need him, or we're going to charge you,' but they utilize him whenever possible, which has been very helpful."

Looking ahead, Matthew notes the potential of AI in enhancing personal injury law services. "We know of some companies using AI to help them compile and submit cases," he says. "And I get calls from people every day trying to sell us their AI products. Currently, we use some AI. For example, we have an AI chatbot on our website to help customers, so this is an area we see ourselves exploring further."

With IntermixIT by their side, Matthew and his team have successfully offloaded their technology concerns, enabling them to focus on what they do best—helping those affected by work injuries, car accidents, or other life-changing trauma achieve favorable outcomes in even the most complex cases.

For more information on IntermixIT, visit [IntermixIT.com](https://www.intermixit.com).