

Professional Services | United States

Equipping legal teams with secure, performant devices

Jackson Walker

Lawyers at Jackson Walker rely on the firm's digital systems to represent clients effectively. To deliver always-on access to these systems, the firm refreshed its laptop estate with Lenovo ThinkPad devices—delivering the optimal balance of performance, security, and mobility.



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Customer background

Who is Jackson Walker?

Jackson Walker is a Texas-based law firm with a national presence and global reach. With more than 500 attorneys and 400 business professionals providing comprehensive services across a broad range of practice areas, Jackson Walker is the largest firm in the state. Founded more than 135 years ago and with offices in Austin, Dallas, Fort Worth, Houston, San Angelo, and San Antonio, the firm's clients include 45 of the Fortune 100.

Jackson Walker

2 The challenge

Whether large or small, Jackson Walker's clients look to the firm to understand their business and create solutions that address their specific needs. To do this, the company's 500-person legal team relies on a wide range of digital tools—from word processing and productivity solutions to timekeeping software.

Kat Kaden, Manager of Product Management at Jackson Walker, says: “Our goal is to ensure the business always has access the digital systems they need to deliver for our clients. Every three years, we issue fresh devices to our 500 lawyers and 400 business professionals—giving all our office and hybrid workers access to modern, reliable, and secure technology. To ensure success we not only need the right technology, but the right partner.”

2 The challenge

With its existing fleet of laptop devices ready for renewal, Jackson Walker looked for a new solution. “We set out a number of selection criteria, including performance, responsive technical support and device repair services, and built-in privacy screens to help protect sensitive data when our teams are working on the move,” says Kaden.

“From a shortlist of five vendors, we quickly identified Lenovo as the leading contender to provide our new laptop devices.”

Kyle Wilkinson

Endpoint Administrator, Jackson Walker

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The
solution

Building a tailored solution

Jackson Walker worked with Lenovo to identify the needs of its core user groups and select solutions tailored to each user persona. For most users, the company chose lightweight yet powerful Lenovo ThinkPad X1 2-in-1 foldable laptop and Lenovo ThinkPad X1 Carbon laptops. For users with the highest performance requirements—those who valued performance over any other feature, inclusive of mobility or privacy—the firm selected Lenovo ThinkPad P14s Gen 5 laptops.

Hardware

Lenovo ThinkPad P14s Gen 5
Lenovo ThinkPad X1 2-in-1
Lenovo ThinkPad X1 Carbon

Services

Lenovo Premier Support
Plus including Accidental
Damage Protection

3

The
solution

Putting Lenovo to the test

Jackson Walker adopted a rigorous selection process, including benchmarks such as performance, weight, and battery life, as well as in-depth user testing.

“Whenever we do a big technology rollout, we hold ‘roadshows’ where we set up new equipment at each of our offices so our teams can try them out and provide feedback,” Kaden explains. “Lenovo came out on top in our roadshows. In particular, our teams appreciated the ease of use of the privacy screens, as well as the good balance between weight and battery life on the Lenovo ThinkPad X1 2-in-1 and Lenovo ThinkPad X1 Carbon laptops.”

Kyle Wilkinson, Endpoint Administrator at Jackson Walker, adds: “When we surveyed our lawyers at the start of the project, around 20% indicated that they wanted the ability to lay their device flat and use a touchscreen to mark up documents. With Lenovo ThinkPad X1 2-in-1 foldable laptops, we can give our teams that flexibility.”



“Since we rolled out the new Lenovo ThinkPad solutions, the feedback has been overwhelmingly positive. So many people have told me that they love their new devices.”

Kat Kaden

Manager of Product Management,
Jackson Walker

4 The results

To date, Jackson Walker has rolled out around 900 Lenovo devices across the firm. The new solution delivers performance, mobility, and security for all employees, backed by 24x7x365 services from Lenovo Premier Support Plus. This includes a dedicated Services Engagement Manager and AI-powered predictive device performance alerts.

“Our Lenovo devices are working flawlessly, but it’s comforting to know Lenovo Premier Support Plus is there if we need assistance, along with comprehensive Accidental Damage Protection coverage,” says Kaden. “We also greatly value the fact that all the new devices are carbon offset at the point of purchase, which helps in our efforts to reduce the firm’s environmental footprint.”



Delivers high performance, security, and mobility



Helps manage carbon footprint with CO₂ offsetting



Provides direct 24x7 technical support from an elite, dedicated team

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“Our goal is that employees never need to think about technology—**it should just work.** With Lenovo ThinkPad devices, we’re giving our teams **always-on access** to the digital systems they need to represent our clients. And if something were ever to go wrong with the devices, we know **Lenovo has our back.**”

Kat Kaden

Manager of Product Management, Jackson Walker

Why Lenovo?

As well as providing Jackson Walker with solutions that excelled during benchmarking and end-user testing, Lenovo delivered a level of personal, responsive support that made it stand out from other providers that the firm considered.

“During the evaluation stage, Lenovo ran weekly meetings and check-ins with us to make sure that the solutions were performing as we expected,” recalls Kaden. “The Lenovo team was engaged, truthful, and responsive throughout the presales process and beyond. Lenovo feels more like a partner than just another technology vendor.”

How can law firms equip their teams for success?

Jackson Walker uses Lenovo ThinkPad devices to give its lawyers always-on access to key digital tools.

Explore Lenovo ThinkPad Solutions