Reaching DevOps maturity as the technology leader in law

MORGAN & MORGAN®

Morgan & Morgan is America's largest personal injury law firm. Founded in 1988, the company prides itself on its 'family first' values and helping the people, not the powerful.

Size 3,000+ people   **Location** Orlando, USA   **Industry** Law Firms & Legal Services   **Customer since** 2021

Challenge

Morgan & Morgan is an innovator in the legal industry. With Salesforce at the center of its operations, it's no wonder the development team is incredibly busy. The company recieves thousands of legal claims every day, so it's vital that Salesforce is agile and works well for the 800 attorneys who are renowned for acting quickly to help their clients.

When Jeb Garrott first joined the development team as Platform Solutions Manager, there were only 4 admins who made their changes using change sets. *"We were using a Google sheet that everyone would update on deployment nights to show which components needed to be deployed. The release manager would then go into the document and manually pick the individual items we wanted to deploy."*

Once the team grew, it became obvious a new tool was needed and the team took their first dive into DevOps. They adopted another solution but it didn't work for their workflow. *"It was quite an 'all or nothing' approach and we began having some issues. Our lead time also began to take a hit and we weren't able to deliver what the business expected."*

Solution

In the spring of 2021, Morgan & Morgan decided to adopt Gearset and once the whole team was bought in, the whole process – from the initial demo to onboarding – only took three weeks. The team began to see immediate success and Gearset enabled them to release to Salesforce up to 16 times each month.

When the team first started using Gearset they had an *"org first"* approach. Jeb said, *"we were using the feature branches to deploy directly into the orgs and then using a CI job to sync into the repo. The repo was acting more like a backup. Now we have a 'Git first' model and two months ago we committed to Gearset's Pipelines".*

Switching to any new software platform has its own challenges - especially when you have 18 team members making changes in the same environment. But with Gearset, the Morgan & Morgan team are now able to visualize and see their entire workflow at a glance, inside the Gearset UI. *"A small manual change in the other solution would take us 4-5 hours and in Gearset we can get it done in an hour – maybe less than an hour."*

"We're now deploying 16 times a month. Without Gearset, we wouldn't have been able to keep up with the demand from the business to continue to grow and continue to be reactive."

Jeb Garrott, Platform Solutions Manager, Morgan & Morgan

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