



McKenna Long & Aldridge LLP “Locks Down Security” for Transferring Confidential Client Information

“We replaced FTP with Biscom Delivery Server for file transfer to external parties. Our legal teams can now more efficiently manage large file transfers with minimal IT support and as a result, we have experienced a 50% reduction in IT time spent supporting large file transfer and improved attorney productivity.” - Bob Lamy, CTO, McKenna, Long & Aldridge LLP

OVERVIEW:

McKenna Long & Aldridge
Attorneys at Law

Company: McKenna Long & Aldridge LLP

Industry: Legal

Location: Headquartered in Washington, DC

Founded: 1939

Website: www.mckennalong.com

CHALLENGES:

- » E-mail and FTP sites could not guarantee secure delivery to clients and collaborators, exposing the firm to potentially damaging data breaches
- » Unreliable and overly technical forms of data exchange impacted attorney productivity

SOLUTION:

- » Biscom Delivery Server

RESULTS:

- » Secure delivery of client documents
- » 50% reduction in IT support time for file transfers
- » 50% reduction in overnight courier delivery expenses
- » Significant boost in attorney productivity

Overview

“If information goes to the wrong party, it creates huge liability issues,” says Bob Lamy, CTO of McKenna Long & Aldridge LLP. “Obviously, this was not something we were willing to risk and why it was so important for us to discover a secure solution for transferring our privileged and confidential data.”

McKenna Long & Aldridge LLP, an international law firm with 475 attorneys and public policy advisors, specializes in complex litigation and transactional and government/regulatory law. In the course of a normal week, the firm shares gigabytes of information with clients and collaborators. The firm, however, was faced with the challenge of sharing this information in an efficient and secure manner. Attorneys, paralegals, and analysts needed a user friendly yet secure solution to be used in place of their current options: e-mail, FTP sites, USB drives, CDs, and postal mail.

The Pitfalls of Hitting “Send”

E-mail served as the default information exchange system for most of the firm’s personnel. Although easy to use, e-mail messages would often be returned to senders due to oversized attachments. This would force attorneys to break the e-mail’s attachments into multiple parts and send each individually – an immense time drain for a busy (and billing) lawyer. E-mail also couldn’t guarantee the secure delivery of documents. One wrong keystroke could send the e-mail to an incorrect party, exposing the firm to serious liability concerns and uncovering potential security flaws. Furthermore, even though the firm provided intensive security within its firewall, it could not guarantee that each recipient practiced the same level of diligence.

FTP sites caused unwelcome frustration for attorneys and litigation support professionals. The sites, which could threaten security if not properly created, maintained, and monitored, required extensive IT support and intervention. According to Sam Robin, Senior Manager of



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- **Bob Lamy**
Chief Technology Officer
McKenna, Long & Aldridge LLP

Enterprise Systems for McKenna Long & Aldridge, “FTP created a tremendous amount of administrative overhead. It does not provide non-technical users with self-service features. And if user permissions are not set properly, it is difficult to secure external user access.”

Other methods of data exchange – including USB drives, CDs, and mail – created vulnerabilities to security breaches as well since such methods could not ensure secure delivery once outside of the law firm’s walls or guarantee that the information would be shared with only the parties to which it was addressed.

The Search for Security Leads to Biscom Delivery Server

McKenna Long began an intensive search into technology alternatives for file transfers, which included online research and referrals from trusted colleagues. Their research quickly led them to Biscom Delivery Server (BDS).

“Once we learned about Biscom Delivery Server, we were impressed with its simplicity, security, and scalability,” said Robin. “As an enterprise-level secure file transfer solution, BDS allows users to encrypt and send files, documents, and messages securely while maintaining a complete transaction and audit trail.”

The firm’s evaluation process included an in-depth probe of BDS technology and functionality. In the end, the solution’s ability to accommodate the secure transfer of a large number of files and its simple, straightforward user interface sealed the deal.

“Our litigation attorneys and paralegals quickly adopted the Web-based interface and are especially fond of the notification features,” says Robin. “Now they can not only easily transfer the files, but also track when those files are received and who received them. We also have engineers that monitor the transaction logs on a regular basis to ensure security.”

Trusted Delivery, Improved Productivity, Reduced Expenditures

“File transfers are much more manageable than before,” comments Lamy. “Before BDS, the litigation team needed IT support for almost every transfer. Now after implementing BDS, attorneys and administrative staff are nearly self sufficient and require very little IT support. Our users trust BDS and enjoy using it. Since deploying BDS, we’ve seen a 50% reduction in the use of overnight courier services which results in a noticeable amount of cost savings.”

The results extend beyond cost savings. As Lamy explains, “Attorney productivity has definitely increased since attorneys can easily and securely transfer files using BDS. And that extends to IT as well, which is experiencing a 50% reduction in time required to support file transfer help requests.”

As Lamy puts it, “For file transfers, BDS has locked down security for us.”

ABOUT BISCOM DELIVERY SERVER

Biscom Delivery Server is a division of Biscom with a focus on secure, managed file transfer solutions; BDS resolves the data breach, information security, compliance, and file attachment problems of email and FTP. Since 1986, Biscom has been enabling enterprise document delivery and workflow solutions for Fortune 1000 companies.

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