



**BISCOM DELIVERY SERVER**  
The Trusted Solution for Enterprise Secure File Transfer

## Boston Law Firm “Finds a Better Way” to Securely Deliver Large Documents to Clients & Business Partners

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### OVERVIEW:

RIEMER | BRAUNSTEIN

**Company:** Riemer & Braunstein LLP

**Industry:** Legal

**Location:** Boston, New York and Chicago

**Founded:** 1933

**Website:** www.riemerlaw.com

### CHALLENGES:

- » Difficulty sending large documents quickly and securely to multiple recipients
- » Used e-mail for transferring mission-critical documents, resulting in security vulnerabilities and deliverability issues
- » Looking for an intuitive, low-cost solution without the need for excessive training and IT involvement

### SOLUTION:

- » Biscom Delivery Server

### RESULTS:

- » Ability to easily send files of any size via an Outlook add-in
- » Significant time and cost savings
- » Released heavy burden off the firm’s Exchange and SAN systems
- » Increased response time to clients’ requests of critical documents
- » Fast implementation – R&B was up and running in minutes

### 77-Year-Old Law Firm Looks to Solve Document Communications Conundrum

Riemer & Braunstein LLP, a 77-year old law firm specializing in banking and finance, real estate, litigation, bankruptcy, corporate, and trusts and estates, faced a communications conundrum. According to Bruce Bial, Firm Administrator/IT Director at Riemer & Braunstein, large deals, often involving numerous parties, require Riemer & Braunstein to compile and distribute voluminous documentation, all of which must be encrypted to ensure security. “Situations arise in which several parties must have information now,” Bial said. “Especially in that kind of situation, computer users intuitively want to send the information via e-mail as the easiest and most immediate way to satisfy the request.”

Bial added, “we wanted to find a way to help our internal constituents – 185 attorneys, paralegals, support staff, and thousands of clients – use a familiar, well-understood ‘old’ technology like e-mail to send documents of all sizes securely and quickly without going through any training.” Bial and his team put considerable time and effort into assisting with high-priority and urgent situations, breaking documents into smaller files to be e-mailed separately. This might occur ten or fifteen times per day, often involving multiple large documents and attachments. Between multiple copies of sent e-mails and “bounce backs,” which often took 24 hours to return, the e-mail server wasted considerable processing time and users were extremely frustrated. Senders didn’t know if their e-mail was received, and recipients, often failing to realize they were receiving an e-mail, would miss the documents. “We had to go into Exchange to find out the size of a document we knew had been sent and then ask a recipient how large a document his network could accommodate before the system rejected it,” Bial noted. “This put an onus on the attorney sending the information. We knew there had to be a better way.”

In looking for a solution, the high cost of many client-server approaches and the time needed to train attorneys and support staffs to learn a new and complex system struck Bial as excessive. With four offices in three



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*Director of Integration Services*  
 TOSS Corporation

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states, and a very small internal IT staff, the firm had to ensure that any solution it implemented did not require IT involvement on an ongoing basis and would be easy to implement and train.

### TOSS Corporation Helps Riemer & Braunstein Find the Perfect Solution: Biscom Delivery Server

Bial approached Steve Gershman, the firm’s trusted IT consulting partner and Director of Integration Services at TOSS Corporation. Understanding the dynamics of the legal IT environment, Gershman recommended a trial of the Biscom Delivery Server (BDS). “After reviewing many solutions, I realized that the BDS server offered everything R&B needed – the ability for users to send emails of any size to external recipients, with no IT involvement, and minimal setup and training time. From an IT perspective, the solution took a heavy burden off of the firm’s Exchange and SAN systems and was affordable,” said Gershman. Bial agreed, and found BDS so easy to implement and use that he purchased it within a week; the product sold itself.

“We used a key metrics checklist during our evaluation. First, the product had to be easy to use for both attorneys and clients. They are most comfortable with e-mail, and the BDS Outlook plug-in automates the process. The attorney never has to worry that his document will bounce back,” Bial reported. “In addition, we can allow clients access to the BDS system as restricted guests – to send document back into Riemer & Braunstein – without requiring extra licenses. BDS automatically determines through its policies whether an outbound e-mail goes directly to the client through Exchange or through the BDS server – we direct any emails over 10 MB through BDS – and then BDS notifies the sender that it arrived and was downloaded and opened.

“Second, we wanted a product that could scale. By setting up group policies, we just add new users depending on need. Remote users on travel who use laptops and log into the Citrix server farm found BDS made their lives easier too. So now, when clients send those ‘I-need-it-yesterday’ requests, we can respond immediately, without worrying about how many or what size docs we send.

“Third, IT wanted a product that was easy to install. We got BDS up and running literally in minutes, which saved us time and money in terms of installation and setup charges.”

### Law Firm Attorneys Improve Client Satisfaction by Sending Large File Requests Quickly, Securely and with Ease

Having satisfied his evaluation criteria, Bial got a solution that required zero retraining, no change of the familiar user interface, and delivered seamless integration within his Citrix environment. Perhaps most importantly, BDS



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solved the issues surrounding e-mail, FTP, and courier services, by providing a simple way for people to encrypt and deliver critical files quickly and easily while maintaining a secure and trackable electronic document package. “We took a 1980s technology, i.e. e-mail, and found a new and secure way to use it,” Bial said.

After a smooth BDS installation, Bial found Biscom’s service and support impressive as well. “In fact, BDS’s service, support, and ease of installation impressed us so much that we also purchased new fax servers from Biscom’s fax division,” he said. “We feel that, when crunch times come, BDS’s scalability will help us ‘turn a battleship in a bathtub’ in terms of responsiveness to client requests. With a solution like this in place, we feel that as we grow, BDS will grow with us and help Riemer & Braunstein grow.”

### 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.

**Phone:** 1-800-477-2472

**Email:** [sales@biscomds.com](mailto:sales@biscomds.com)

**Website:** <http://www.biscomdeliveryserver.com>

### ABOUT TOSS CORPORATION

As the premier provider of Business Continuity, Disaster Recovery (BCDR), Storage Area Networks (SAN), and Virtualization Solutions, TOSS® has embraced this philosophy developing a unique approach to providing IT solutions and services to businesses across North America. From design to implementation to management and maintenance, our expert level engineers and consultants are by your side every step of the way.

**Phone:** 1-888-884-TOSS

**Email:** [sales@toss.com](mailto:sales@toss.com)

**Website:** <http://www.toss.com>