



Zuckerman Spaeder Secures Employee Records with Biscom

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- Sharon Bovelleville, Chief Human Resources Officer

OVERVIEW:

ZUCKERMAN SPAEDER LLP

Company: Zuckerman Spaeder LLP

Services: Litigation

Locations: Washington, D.C., New York, Tampa and Baltimore

CHALLENGES:

- » Compliance with government regulations for the secure transmission of personal and health-related data
- » Undue strain on IT resources due to the complications of sending large electronic files
- » Inability to thoroughly track the delivery of electronic files attorneys and clients

SOLUTION:

- » Biscom Secure File Transfer

RESULTS:

- » HIPPA and data privacy regulatory compliance with secure file transfer
- » Ability to easily send large, confidential files and audit their delivery
- » Efficient processes that free up IT’s time to focus on larger initiatives

Zuckerman Spaeder LLP takes data security seriously. Its security standards apply not only to its confidential client, case and practice information but also to the personal data associated with human resources activities.

“Using e-mail to send information such as insurance and health records, compensation data and reviews can lead to complications when it comes to protecting the confidentiality of employee records and complying with the myriad of data privacy regulations including HIPAA,” says Sharon Bovelleville, Chief Human Resources officer at Zuckerman Spaeder. “No matter what your precautions, e-mail is just not secure enough.”

With this in mind, Bovelleville turned to Zuckerman Spaeder’s CIO Shawn Mitkowski to find an acceptable solution for exchanging files. After an in-depth search, the 80-attorney firm with offices in Washington, New York, Tampa, and Baltimore selected Biscom Secure File Transfer for Legal to protect their confidential files.

Security without Compromise

Biscom’s advanced security technology protects confidential data from unauthorized access and includes advanced encryption for data during both transit and storage. Strong authentication measures ensure that only authorized recipients access Biscom deliveries. Replies from external recipients are secured, creating safe bi-directional collaboration. All Biscom transactions are recorded in permanent logs for compliance and auditing purposes.

This level of security is extended to Biscom’s Outlook integration, which makes the process of protecting the transfer of confidential documents easy and intuitive. It adds a level of security without changing user behavior or impacting staff productivity and attorney billable time.

“When I first saw Biscom, I was surprised to see how user friendly the software is,” says Bovelleville. “You can securely send whatever confidential employee data you might have – addresses, social security numbers and compensation and benefit enrollment information – by simply clicking on a button in Outlook and pressing send. You have all your contacts and distribution lists so there’s no recreating the wheel. Biscom takes care of it for you. And Biscom sends me an e-mail alert when the recipient accesses the delivery, eliminating any guess work or issues regarding receipt.”



“Biscom was painless. It was up and running quickly. Literally, the firm was able to set it and forget it – meaning IT could concentrate on larger projects and big picture initiatives.”-

- **Shawn Mitkowski**
Chief Information Officer
Zuckerman Spaeder LLP

With Biscom’s Microsoft Outlook add-in, users merely drag and drop their documents and files into their e-mail messages and Biscom automatically sends the recipients notification of delivery. The recipients then sign in to Biscom’s secure and encrypted Web application to access their data. This added step of security keeps recipients from sharing or forwarding their Biscom deliveries. And as soon as they access the data, a notification is sent to the sender, creating an audit trail.

“We have vendors such as insurance brokers that offer us their secure delivery solutions. But I use Biscom all the time because it’s easier than the other systems,” comments Bovellev.

Easy Implementation

With a limited bank of IT resources, it was important to Zuckerman Spaeder’s CIO Shawn Mitkowski to maximize Biscom’s benefits without overtaxing its IT staff and their time.

“Whenever we assess new solutions for the law firm, I take special notice of software that doesn’t bog us down on the administrative side,” said Mitkowski. “The Biscom implementation was painless. It was up and running quickly. Literally the firm was able to set it and forget it – meaning IT could concentrate on larger projects and big picture initiatives.”

The Added Bonuses: Litigation and IT Benefits

Although Biscom was primarily rolled out to human resources at Zuckerman Spaeder, it is now being used for litigation. The lawyers and litigation support specialists appreciate not only the added security of privileged communications but also the ability to share large files quickly and easily.

“Prior to Biscom, lawyers would spend an inordinate amount of time breaking up large documents and e-mailing them in batches in order to get them in the right hands,” says Mitkowski. “But everyone knows that this process isn’t a guarantee since this often caused confusion with a recipient trying to sort through the receipt of multiple documents. When e-mail didn’t work, the attorneys would turn to the help desk to burn CDs or set up one-off FTP sites to get these files out the door to clients or counsel. Both of these methods of transmission are not secure and would eat up a large amount of the help desk’s time. With Biscom, attorneys and staff can now easily upload and securely share large files such as e-discovery without having to rely on IT. Again, it comes back to set it and forget it and focusing on larger priorities.”

Biscom is currently available to all of Zuckerman Spaeder’s employees through a Web-based interface that, much like the Outlook add-in, is simple to use.

“We’ll soon be rolling out a formal introduction and training overviews for Biscom firm-wide,” says Mitkowski. “But honestly, almost everyone who has used it has needed little or no training at all.”

ABOUT BISCOM

Biscom Secure File Transfer is a secure file transfer solution that resolve 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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