



Mobile Lawyers Use Personal Phones, Tablets and Watches with World-Class Security

Business Benefits

Firm: Fulfill fiduciary and contractual responsibility to protect confidential client information. Less focus on technical support issues through BlackBerry's Premium Support Services.

Lawyers: Work from anywhere, with document access, annotation and email. Confidently use personal devices for work, knowing that all client information is secure. See when important email has arrived with a quick glance at a smart watch.

IT: Enable secure mobility without building and managing a network operations center. Eliminate time-consuming mobile device management. Gain a better understanding of how enterprise apps are used by the organization.

GLOBAL LAW FIRM

Industry Legal

Location North America

Employees 3,000+

Products BlackBerry Enterprise Mobility Suite – Collaboration Edition, BlackBerry Work, iAnnotate, GoodReader, InTapp Time, Breezy, Polaris Office

The Challenge

Lawyers frequently work on the go—from clients' and co-counsel's offices, airports, courtrooms and home. Wherever they are, they need secure access to email and documents. That posed a security challenge for our customer, one of the world's top law firms by revenue.

Confidentiality is critical in lawyer-client relationships, and the firm zealously safeguards client identities and case details. Some clients audit the firm's security processes when selecting counsel and at regular intervals. "Confidentiality is written into our contractual obligation letters, and we take our clients' requirements very seriously," a partner said.

To protect confidential information, the firm previously provided lawyers with BlackBerry phones and encrypted laptops. Some lawyers liked having a separate device for work, but many others asked to use their personal smartphones and tablets running BB10, Android, or iOS. Before adopting a bring-your-own-device (BYOD) policy, the firm needed a secure mobility solution to protect information on the device and in transit to the firm's data center.

The Solution

The firm found an answer in the Collaboration Edition of the BlackBerry Enterprise Mobility Suite. All work-related apps and information are stored in separate encrypted containers on lawyers' personal devices. If a lawyer reports a device lost or stolen, the IT department wipes the contents of the work containers without touching personal information such as contacts, photos and music.

All the firm's mobile employees use the solution, including nearly all of its lawyers. "They enjoy doing work on a familiar device, and not having to carry separate devices for work and their personal lives," said the firm's mobile device engineer. "And the service uptime has been great."



The firm also uses BlackBerry Work for business-class email and collaboration. Through its interface, employees can open any BlackBerry or BlackBerry-secured ISV app with a single tap. Through BlackBerry's store, they've incorporated a wide range of applications that both enhance workflow and extend application functionality to a wide range of devices.

Finally, to help them integrate other elements of BlackBerry's portfolio into their organization as it becomes increasingly globalized, the firm has signed up for BlackBerry's Professional Support Services, and added a Premium Support Manager to their account for technical support.

“With BlackBerry, we’re meeting and exceeding clients’ demands for world-class security. Our lawyers are relieved knowing that client information is protected on their personal devices and over the air, and that they don’t need to worry about a data breach if they lose their device.”

Partner, Leading Global Law Firm

Leading Global Law Firm

The Results

Convenient Access to Email and Documents

Lawyers use BlackBerry Work to securely access email, contacts and calendars. They also view and annotate PDF files such as contracts and briefs using GoodReader or iAnnotate; conveniently record time-and-billing information with InTapp Time. More recently, they have added a Microsoft Office editing solution which allows mobile users to edit Microsoft Office documents with 'track changes' so attorneys can have easy access to contracts – and the visibility into how they've been changed – from any mobile device.



This has proven instrumental in contract negotiations, and plans are to roll this out to all employees to enhance collaboration.

For its high-profile iOS users, the firm has incorporated a secure printing application that enables people on the go to securely print corporate documents to any printer on the globe from any device – this includes wireless printers in their homes, and allows them to use iOS's AirPrint functionality without worrying about regulatory compliance.

Efficiency Through the Enterprise of Things

With BlackBerry Work, lawyers can extend application functionality to more than their smartphones. They can also access apps and notifications on Apple Watch and Android Wear devices. Since BlackBerry Work is already tested, validated, and secured for wearables, this means the firm has a head start in taking advantage of the Enterprise of Things to provide outstanding client service.

"Lawyers don't want to keep looking at their phones in the courtroom if they're expecting an important case-related email," said an IT messaging manager. "With BlackBerry Work, a quick glance at their wrist tells them when the email has arrived."

World-leading Security with Privacy

"With BlackBerry, we're meeting and exceeding our clients' demands for world-class security," the partner said. "What's more, our lawyers are relieved knowing that they don't need to worry about a data breach if they lose their device." When this occurs, the IT team immediately wipes the container's contents, including client names, files and calendar appointments. Lawyers also appreciate that they alone—not the IT team—control their personal apps and data.

Simple Support

The IT team no longer needs to directly manage its BYOD devices, and thanks to their Premium Support Manager, they always have an expert on-hand for any technical issues they may encounter.

"BlackBerry enabled us to shift our focus from mobile device management to mobile application management—which takes much less time," said the IT manager in charge of messaging. "If someone calls the helpdesk because an application isn't working as expected, we just tell them to delete and re-install the app. They're back in business in a few minutes instead of having to leave their device with us for a day."

The IT team estimates that not having to resolve device-related issues saves 2-7 hours a day. The BYOD program also eliminates the effort of upgrading company-owned smartphones every two years, while the assistance of BlackBerry's support services saves even more time and money.

