

# Case Study

If you're a law firm with multiple office locations, you face unique challenges when it comes to protecting your assets and maintaining consistent and thorough security across your organization. This case study outlines why a global law firm with a diverse client base including many of the top financial institutions and Fortune 500 companies selected Kastle Systems to standardize, enhance, and manage their firm-wide security.



## TOP GLOBAL LAW FIRM SELECTS KASTLE SYSTEMS TO MANAGE SECURITY ACROSS 20+ OFFICES

### LAW FIRM SECURITY OVERVIEW

Physical security for law firms is focused on ensuring that the access to facilities, files and devices are controlled, monitored, and protected around the clock. Few companies operate on a 9-5 schedule and law firms are no exception with staff regularly working long and unusual hours. Each office must be secure, yet accessible at all hours. This calls for a security system that is monitored 24x7, ensuring it is running seamlessly and effectively all day and all night. In addition to continuous monitoring, the best way to protect a law firm – especially across many offices - and ensure that there are no gaps in security is to establish consistent standards and have one person be responsible for ensuring compliance.

When it comes to physical security management, law firms have a choice. They can run their security systems themselves, or they can partner with an expert security provider. For most law firms it's vital to leave security in the hands of trusted experts to ensure that both their people and their confidential information are protected 24x7. Let's take a closer look at one such firm to learn how they have partnered with Kastle Systems, the leader in managed security services for law firms, to standardize and enhance their security practices.

### THE CHALLENGE

Prior to 2009, each of The Firm's offices had its own security system in a silo. Every office had a different process, a different vendor, and a different set of credentials – security was getting complicated and expensive. With its active employee base traveling extensively between offices and the increasing demands of their high-profile clients, The Firm was looking for a better way to handle physical security practices across their portfolio.

### THE SOLUTION

In 2010, The Firm partnered with Kastle Systems to standardize, integrate and enhance their physical security, including access control, video surveillance, visitor management and integrated identity management. They saw the value in partnering with the leader in managed security services to handle everything from A to Z including system design, installation monitoring, maintenance, and timely upgrades.

A primary interest of The Firm was single credential access to all offices, and standardizing security and reporting for access control. A natural extension of that was their desire to have centralized and cloud-based video surveillance, accessible from anywhere. They also saw value in a number of other areas, which we will dive deeper into throughout this paper, including:

## A PHASED APPROACH

A security decision does not have to be made all at once. The transitioning process to managed security can be done in phases as leases expire, renewals come up and tenant improvement dollars become available.

Security elements such as video cameras can be added to existing access systems and, in many cases, existing infrastructure and hardware can be reused to reduce cost.

## READY TO GET STARTED?

Kastle can provide your firm with a complimentary, no obligation security assessment. Email [info@kastle.com](mailto:info@kastle.com) to learn more or to schedule your consultation.

- + A dedicated, 24x7 team of security professionals
- + High-quality record protection for clients
- + Real-time credential administration and reporting
- + Backup systems for business continuity during both minor and extreme emergencies

## A DEDICATED, ACCOUNTABLE 24X7 TEAM OF SECURITY PROFESSIONALS

Day and night, The Firm' dedicated security team zeros in exclusively on security, while The Firm focuses on their business. This includes monitoring alarms, propped doors, fire safety issues, and the status of critical systems.

## HIGH-QUALITY RECORD PROTECTION FOR CLIENTS

According to the American Bar Association, Model Rules of Professional Conduct 1.6, "A lawyer shall make reasonable efforts to prevent the inadvertent or unauthorized disclosure of, or unauthorized access to, information relating to the representation of a client." The consequence of a security breach can be devastating.

The Firm leverages Kastle's integrated access control for tracking access to sensitive areas.

## SINGLE CREDENTIAL ACCESS ACROSS ALL OFFICES

Since The Firm has multiple offices, and their legal professionals frequently travel between them, one credential has been programmed to access multiple offices, which reduces credential distribution and tracking. That same credential can be integrated with some building access systems.

## REAL-TIME CREDENTIAL ADMINISTRATION AND REPORTING

Access credentials can pose a serious security vulnerability and may need to be revoked within a moment's notice. The Firm does constant, proactive, vital updates to disaster recovery, roll call, and activity tracking reports -- monitored and accessible from any location and always readily available.

## VISITOR MANAGEMENT SOFTWARE

The Firm is looking into the possible implementation of the visitor management system that will enable staff to preauthorize visitors – and protect their identity if needed, send invites, and maintain tight visitor access control, all directly and easily manageable from Microsoft Outlook or Gmail. This will make for a more positive visitor experience and more comprehensive security.

## CLOUD-BASED, INTELLIGENT VIDEO SURVEILLANCE

90% of theft is internal; cameras – the more, the better – can deter, prevent and capture incidents and crime. Both employees and clients feel safer with the presence of cameras. The Firm has multiple-camera systems across many offices which are more efficient and easier to access using a single log in from any device, anywhere in the world.

## BACKUP SYSTEMS FOR BUSINESS CONTINUITY

All law firms need business continuity, during both minor and extreme emergencies – especially one the size of this particular firm. In the event of a catastrophic occurrence, Kastle's multiple redundant operating centers can ensure that The Firm's doors will be locked and monitored as always. This means no interruption -- the protection will continue as expected.

## WHAT IS YOUR FIRM'S ANSWER TO SECURITY?

As a law firm, you face unique challenges when it comes to protecting your assets and maintaining consistent and thorough security across your organization. Kastle Systems addresses these pain points by installing and managing a single best-in-class security platform across all of your office locations. Law firms select Kastle for our expertise with their unique needs and ability to offer the highest standard of service. To learn more, or for a complimentary security assessment, email [info@kastle.com](mailto:info@kastle.com).