

SECURE HYBRID LEGAL OPERATIONS FOR A MULTI-OFFICE LITIGATION FIRM

CASE STUDY

COMPANY OVERVIEW

A US-based litigation law firm with over 500 attorneys across multiple offices was struggling to securely support attorneys working across courts, client locations, remote environments, and branch offices. Despite significant investment in legal technology firms, the underlying infrastructure had become fragmented, inconsistent and increasingly difficult to govern.

The firm needed a way to modernize secure legal operations without disrupting attorney productivity or replacing core legal systems already in use.

REQUIREMENT

- Inconsistent remote access experience across offices and devices
- Growing cybersecurity concerns around confidential legal documents and privileged communications
- Attorneys relying on unsecured file-sharing and email-based collaboration
- Difficulty enforcing uniform access policies across hybrid work environments
- Rising operational overhead for IT teams managing distributed infrastructure
- Limited visibility into endpoint security and remote user activity

WHY US?

- The firm selected TaaS because it offered a legal-operations-first approach rather than a generic IT modernization program.
- TaaS demonstrated the ability to:
  - Integrate with the firm's existing legal systems and workflows
  - Secure attorney mobility without reducing usability
  - Embed security controls directly into day-to-day legal operations
  - Standardize hybrid work infrastructure across all offices

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SOLUTION

TaaS deployed a secure hybrid legal operations architecture that included:

- Zero Trust secure remote access for attorneys and staff
- Identity and access management integrated with legal applications
- Secure Microsoft 365 collaboration with governance and compliance controls
- Endpoint protection for attorney laptops and mobile devices
- Encrypted document sharing and secure client communication channels
- SD-WAN connectivity linking law offices and cloud environments
- Centralized SOC monitoring and threat detection across all endpoints
- Unified access policies across branch offices and remote users

The solution was deployed without disrupting active legal matters or requiring replacement of existing legal systems.

BUSINESS BENEFITS

- 65% reduction in security-related support incidents
- 45% faster secure document collaboration across offices and external stakeholders
- 50% improvement in remote access performance and reliability
- 99.95% infrastructure uptime across all practice locations
- 35% reduction in operational overhead for distributed IT support
- Significant improvement in attorney satisfaction tied to hybrid work flexibility

"TaaS helped us modernize our hybrid work environment without disrupting attorney productivity. The improvements in security, reliability, and remote access have significantly strengthened how our teams collaborate across offices and client locations." - CIO, National Litigation Law Firm