With BlackBerry, This Global Law Firm Works Smarter, Better, And More Securely

The Organization

Trowers & Hamlins is an international law firm with offices throughout the UK, the Middle East and the Far East with over 156 partners and approximately 900 staff. The firm provides practical advice to help high-security agencies achieve critical objectives. Their clients include banks, pension funds, institutional investors, private equity funds, developers, property companies, home care operators, and local and central government departments.

trowers & hamlins

Industry Legal Services
Location: United Kingdom
Employees 860
Products BlackBerry Dynamics, Android for Work, BES12, DTEK50
www.trowers.com

The Challenge

Trowers & Hamlins frequently supports high-security clients in industries such as government and finance. In addition to meeting the security needs of their clients, they must also work within regulations in their own industry. Their users demanded a richer mobile experience. Lawyers needed to access applications such as BigHand, and Intranet sites on their mobile device, outside of normal working hours. All of this needed to be achieved in a way that was compliant with the aforementioned regulations but still affordable and intuitive.

The firm needed a way to ensure firm data and client data could be protected. Both iOS and Android presented their own unique challenges in this regard – the only commonality was that the firm's clients were increasingly risk-averse in regards to their data residing on an OS not directly controlled by the firm.

"Originally, we never even considered Android due to its security reputation," says Infrastructure Analyst James Chandler. "But people are used to using both Android and iOS. It's familiar to them, so we quickly came to understand that we needed to support both in some capacity."

This realization that unregulated support of both Android and iOS was out of the question left the firm with several security questions surrounding its bring your own device (BYOD) and corporate liable device programs.

How would IT decide which devices to deploy? How could the firm secure application data and content across such a diverse fleet? And how could it ensure employees stuck to corporate-approved applications?

The Solution

Trowers & Hamlins needed to enable cross-platform mobility on both Android and iOS without compromising security. The solution needed to support a wide range of business-critical applications across multiple operating systems. This required both central management of its device fleet along with the ability to secure apps against intrusion and data leakage. Trowers & Hamlins also required the ability to implement these solutions without breaking the bank.

"When it came to our mobile deployments, we wanted to be consistent with the things we knew we had to be able to do," explains Richard Elson, Trowers & Hamlins' Director of Information Services. "We needed to be able to control what happened on a device, and what was delivered. At the same time, we had a business requirement to fulfill – we needed all lawyers, no matter their rank, to own a firm-expensed device so they could be contactable both at work and at home."

After a lengthy evaluation period, the firm decided in September 2016 to roll out BlackBerry BES12 to manage corporate devices, with the BlackBerry

Dynamics (formally Good Dynamics) container to secure and manage corporate data on personal devices. The corporate device choice took a little while longer. The firm evaluated Samsung and Sony Android devices, as well as iOS devices before settling on the BlackBerry Android DTEK50, utilising Android for Work.

"It was DTEK itself that drove our decision to select the Android platform," says Elson. "During the decision-making process, we put together a comprehensive list of required apps and security criteria. We quickly realized that DTEK was the only Android device to check off every box – BlackBerry's software security combined with the intuitive usability of Android was a winning combination."

Although BES12 provided the multi-OS support the firm needed, Trowers & Hamlins also wanted to provide app-level security for iOS, similar to what they had with Android for Work. For that, they turned to BlackBerry Dynamics – this allowed them to deploy key applications such as BlackBerry Work, BlackBerry Connect, BlackBerry Access, iAnnotate, and Docs to iOS users knowing that their data would remain secure.

"We always take a security-first approach to what we implement on the technology side of things. Thanks to BlackBerry and Android for Work, we're able to maintain functionality without abandoning our stance on security. With DTEK50, we can also provide staff with a good-looking, professional device that does everything we need."

Richard Elson
Director of Information Services, Trowers & Hamlins

"There were a lot of Apple users who didn't want to carry around two devices in the workplace," notes Chandler. "We were originally using the BlackBerry Secure Workspace. When we heard about BlackBerry buying Good, however, it just seemed like a logical next step to switch over to BlackBerry Dynamics."

Once the firm finalized its deployment, rollout was done gradually. Decision-makers opted to run a series of demo workshops, starting with their London office. Users were given information on each corporate device in advance and allowed to select and test the device they wanted to use.

The end-to-end BlackBerry solution ticked all the boxes.

The Results

Since implementing both DTEK50 and BlackBerry Dynamics, Trowers & Hamlins is able to provide its employees with greater functionality and flexibility than ever before. They are better equipped to connect lawyers and partners with critical applications and corporate resources regardless of their location, and the added security has even allowed them to deploy applications they had previously restricted.

Most importantly, Trowers & Hamlins accomplished this with minimal deployment and training costs – they were able to address every use case without compromising on security or spending too much of their budget.

More Diverse Applications, Better Productivity

The enhanced security offered by BlackBerry Dynamics and the ability to white list any Google Play application for managed use through BES12 and Android for Work means Trowers & Hamlins can integrate applications that might ordinarily put sensitive data at risk. iAnnotate on BlackBerry Dynamics, for example, has seen widespread use on both Android and iOS. According to Chandler, it's saved an incredible amount of time.

"Traditionally, what lawyers would do is have a secretary type out a letter they'd dictated," he says. "They'd print it out, make handwritten amendments, and hand back to the secretary. Allowing them to do all that electronically in a containerized app just makes sense."

Chandler recalls a recent conversation with a lawyer who received a contract on Christmas day – one of the largest deals of the year. "Even though he was nowhere near the office, he was able to bring it up on his iPad with BlackBerry Work, sign it, and send it back," says Chandler. A process that might once have taken hours can be completed in minutes from anywhere, and an incredibly important deal was signed without delay.

Full Buy-In

Busy lawyers don't want to spend hours learning to use a device. They want to pick it up and go. That's exactly the sort of experience DTEK50 provided for Trowers & Hamlins, which saw near-total buy-in from staff.

"It's pretty rare that we would roll something out to 600 people or so and have the degree of adoption we've experienced," explains Chandler. "It's been a tremendous success – even though we have a dedicated training department, their work in this has been minimal. Everyone seems to love DTEK, and for those who want to use their personal phone, we've got BlackBerry Dynamics."

Support for Existing Systems

There are several platforms, tools, and applications already in-use within Trowers & Hamlins, such as HighQ Collaborate. Android for Work on BlackBerry BES12 allows them to seamlessly connect these systems to new users without concern for the safety of their data.

"With the combination of BlackBerry and Android, we'll be able to offer specific functionality from single apps, alongside more workflow-based tools that require authorization processes," says Elson. "This is not something we were able to do before."

Better Access to Corporate Resources

There is a great deal of downtime in the workday – during the commute to and from work, while standing in line at a restaurant, and so on. BlackBerry helps eliminate this downtime, allowing lawyers to stay productive and connected no matter where they are. Users on Android can access a web-based HTML5 environment through Chrome, allowing them to access reports, cases, contracts, and schedules.

Future Plans

With its roll-out of DTEK50 and BlackBerry Dynamics complete, the firm's next step is to move from BES12 and Dynamics to BlackBerry UEM, says Chandler. The extra features it offers, coupled with the fact that it consolidates infrastructure into a single interface, makes upgrading a foregone decision