



Rollits LLP

ROLLITS CASE STUDY

Rollits is a regional UK law firm, based in Yorkshire. Rollits' core values of integrity, trust, innovation and teamwork and excellent client relationships lie at the heart of the business. These values were front of mind when Rollits developed a secure remote access system for its 100 lawyers and support employees.

The Challenge

Developing a more secure environment for remote working

The Solution

SMS PASSCODE Multi Factor Authentication

Systems protected

Citrix desktop and the law firm's practice management system

USING REMOTE WORKING TO SUPPORT A GROWING LAW FIRM

Rollits is an established law firm founded 175 years ago serving both business and individual clients and has a long tradition of building good client relationships and providing excellent legal advice.

However, if its lawyers had an issue to deal with or a case they needed to work on in the evenings or the weekends, they would have to stay late at work or make a special trip to the office. The Rollits IT team felt that without a remote working system, the productivity of its workforce was being impeded. They needed to be able to open up the firm's systems, but do so in a way that wouldn't compromise data security and client confidentiality.

The issue was to be able to secure Rollits' systems and applications, whilst at the same time enabling employees to work from their home, the train or when away on business, using whatever device they needed.

USING AUTHENTICATION TO SECURE ROLLITS SYSTEMS

Prior to using Microsoft Terminal Services, the law firm had a VPN solution in place, which only

offered a rudimentary form of remote working to a limited number of staff. As a way of boosting the firm's productivity, the IT team wanted to open Rollits systems in a controlled and manageable way.

To do this it had to implement an authentication strategy. The team first considered two-factor authentication, but quickly discarded it as an option due to an incident when token security was breached and tokens had to be recalled. The team also knew that a token-based authentication system would be difficult and time consuming to manage.

Multi-factor authentication, using a number of variables to validate users and providing passcodes via employees' phones – a piece of hardware they would rarely be without – was considered to be a much better option that would be more cost effective and easy to manage.

Mike Wasling, IT manager from Rollits comments, "We chose SMS PASSCODE because the solution ticked all the boxes – the way it works is very straightforward, it improved our security offering and users find it really easy to use."

The implementation of the SMS PASSCODE multi-factor authentication system was seamless and it was installed and configured with no disruption to staff. Mike says of the support, "The technical support we received was exceedingly good – they looked at any issues we had and resolved them really quickly. Their level of knowledge is excellent."

BUSINESS BENEFITS FOR ROLLITS

The simplicity of the SMS PASSCODE solution is a big plus. Mike says, "Our users think it's brilliant – they can now use their iPad and home PC to access systems easily and securely." And for the IT team, the ease of use in terms of management

of the solution is highly beneficial and doesn't take much of their time.

But the biggest benefit for Rollits has been the increase in productivity, through enabling lawyers to work from home and when out of the office.

As Mike explains, "We have witnessed massive take up of remote working since we implemented SMS PASSCODE – 30 of our lawyers use it extensively. We have noticed a big uplift in productivity – in the first three months of being operational, there were over 400 log ins. The lawyers love it as it means they can service clients quickly and efficiently from home and don't have to come into the office on weekends any longer. The solution paid for itself in the first few months."

ABOUT ROLLITS

To find out more about Rollits visit our website at www.rollits.com

Rollits is a trading name of Rollits LLP. Rollits LLP is a limited liability partnership, registered in England and Wales, registered number OC 348965, registered office Wilberforce Court, High Street, Hull HU1 1YJ.

Rollits is a commercial law firm with 23 partners and offices in Hull and York. We use the term 'partner' to denote members of Rollits LLP.

The firm's core business sectors are company and commercial (including employment), commercial property, commercial dispute resolution and private capital (high net worth private clients, families and trusts and substantial charitable organisations).

The firm also operates within niche practice areas where the firm acts on a national basis. These niche areas include corporate finance, planning and development, health & safety, charities and social housing.

Sector specialisms include Agriculture and Horticulture; Charities and Social Enterprise; Education; Family Business; Food; Motor; Planning, Development and Construction; Renewables and Social Housing.