



Case Study

Watson Goepel Maledy LLP

Leading Law Firm Solves Compliance Issue with Webroot® Security SaaS

Founded in 1984, Watson Goepel Maledy has grown from four partners to a mixed practice firm of over 35 lawyers. The firm attributes a large part of its success to a strong customer service commitment that ensures every client — regardless of size or budget — receives first-rate legal counsel and support. To help maintain this standard of excellence, Watson Goepel Maledy relies on e-mail to communicate with clients, obtain critical research and correspond with other professionals that provide essential information for cases.



The Problem

Canadian legislation requires organizations to protect private information and inform individuals when their data has been provided to any third party. Watson Goepel Maledy did not face any difficulties complying with this law until late September 2001, when the United States passed the U.S. Patriot Act following the 9/11 terrorist attacks. This new legislation gave American authorities the ability to view personal data held by U.S. organizations, which created a conflict for Watson Goepel Maledy. Its e-mail and Web security vendor's servers were located in the U.S., making their information accessible for viewing by American authorities. Since client confidentiality and security are at the heart of everything Watson Goepel Maledy does, the firm's foremost priorities were to negate any risk of violating Canadian law and to safeguard sensitive client information.

The Solution

Watson Goepel Maledy evaluated several services in search of one that would meet its compliance needs while also providing strong customer service, low costs and powerful anti-spam and security. The firm ultimately chose Webroot E-Mail Security SaaS to deliver a multi-layered security approach. With no added costs or management requirements, Watson Goepel Maledy was able to implement and use the solution immediately. Most importantly, Webroot met the firm's strict requirement for primary and failover locations outside of the U.S. and ensured that the firm's e-mail communications would not traverse U.S.-based systems.

Benefits

Webroot E-Mail Security SaaS was rolled out seamlessly to all 100 employees on day one. The firm experienced cost savings of approximately 50 percent and almost immediately noticed better spam filtering results with fewer false positives and false negatives. While the firm's 35-plus attorneys receive the most e-mail — about 50 a day during slow periods and up to hundreds daily during a big case — all of the staff benefited from the reduced spam and increased anti-virus protection. What's more, implementing Webroot E-Mail Security SaaS allowed Watson Goepel Maledy to execute its mission of providing clients with responsive service, creative solutions and confidentiality. The firm's staff is now able to receive critical e-mail and to locate and respond to client e-mail easily without having to filter through spam.

Webroot E-Mail Security SaaS also provided Watson Goepel Maledy with advanced reporting capabilities that were not available with its previous vendor. The firm's IT team now relies on these customized reports to communicate the effectiveness of the Webroot technology to upper-level management. The firm's leadership team was also happy to find that no additional resources were needed to integrate or oversee the transition to Webroot's services, which was crucial considering the law firm's limited IT personnel resources.

As a result of the success seen through Webroot E-Mail Security SaaS, Watson Goepel Maledy now plans to implement Webroot AntiSpyware Corporate Edition with AntiVirus in the coming months. With this award-winning desktop protection in place, the firm will have true end-to-end, layered protection against spyware, viruses, Trojans, keyloggers, adware and other dangerous Internet threats.

Comments

"Our Webroot services are working beautifully. We've found them to be intuitive and simple; the clean interface allows us to conduct work quickly and to easily access data and statistics. The Webroot sales and support staff made the transition simple and worked diligently to ensure all of our technical and legislative concerns were addressed. Webroot's ability to help us address our privacy and customer service concerns made them the clear choice as we were seeking an industry-leading security service." – **Aaron Zuccolin, Manager, Information Systems, Watson Goepel Maledy**

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