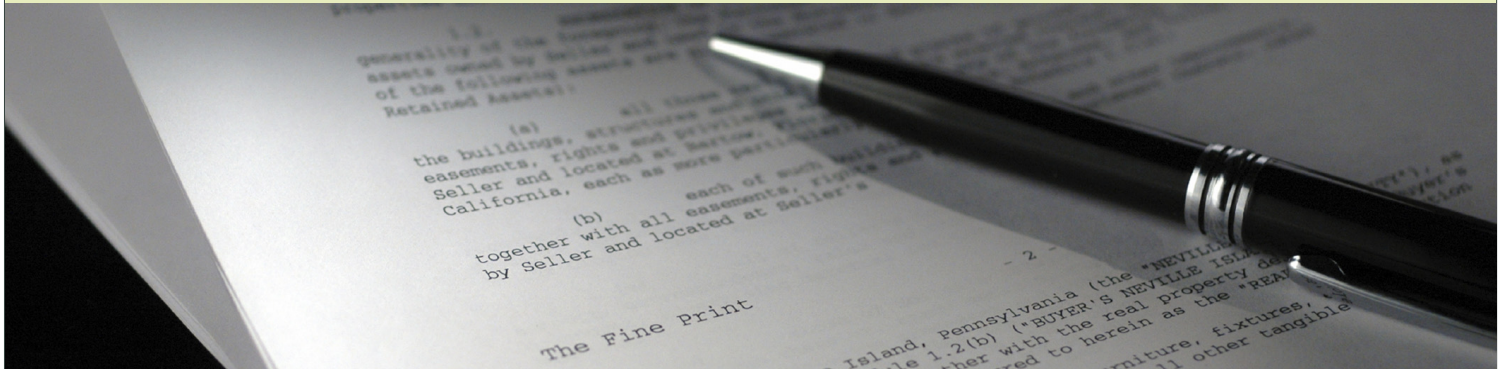


Lester Aldridge (LA) LLP is a leading law firm with over 350 staff based across four sites in the UK - including Bournemouth, Southampton and London. The business regularly appears in The Sunday Times' list of 100 'Best Companies to Work For'. An existing user of Webroot Email Security SaaS (Software as a Service), the business needed to acquire a solution to protect staff from harmful web-based material whilst enabling the team to utilise the internet as a resource for research when required.



Overview

Lester Aldridge LLP is a medium sized, multi-disciplined legal practice, which is reliant upon email and the internet for both client communication and research on a daily basis. Being geographically disparate, the business understands the value of the Software as a Service approach, having adopted Webroot Email Security SaaS previously to protect and manage email whilst ensuring that staff are compliant with corporate usage guidelines and that the business adheres to industry best practice.

Situation

With web-borne malware having increased by up to 540% in the last three years and almost 5.5 million individual malicious programs identified during 2007 - including up to 1,000 new variants of existing malware in just one day - the number of malicious programs in circulation has now reached epidemic proportions.

Challenge

Having recognised its duty of care towards all 350 employees, to protect them and thereby the business from inappropriate web-based content and web-borne malware, the business had developed a corporate internet usage policy. However, having created corporate guidelines, the key issue for the business was how to police and enforce this policy.

Moreover, given the business' scope and nature, any system to be adopted needed to be sufficiently flexible to allow for exceptions in order for any members of the team to be able to research appropriate information. For example, exceptions may be required for solicitors seeking precedents in sexual discrimination cases or for the marketing team when required to research and obtain images for collaterals that may otherwise conflict with the business' usage policy. A system was sought that would facilitate self-policing, enabling individuals to over-ride the system if required.

With social networking prevalent, particularly amongst the younger of the company's 350 employees, the handling of access to social networks as a potential means of communication with key contacts has become a key challenge for the business.

Finally, given the team is based both on- and off-site it was essential that any solution was able to operate effectively irrespective of the user's location.

Solution

As an existing customer of Webroot Email Security SaaS, Lester Aldridge LLP adopted Webroot Web Security SaaS based on relationship, knowledge of the business and value.

The Web Security SaaS product has been adopted company-wide as a means of effective policy enforcement, with the senior team adopting the approach that 'prevention is better than cure' in terms of encouraging appropriate use of the internet.

The system has been set up to incorporate Webroot's 'Groups' functionality, enabling specific individuals or groups of individuals to be exempt from specific aspects of the internet usage policy on either a temporary or permanent basis, as is required on a case-by-case basis.

Webroot has enabled roaming user support at no additional cost to ensure that those users based off-site, either occasionally or permanently, remain protected by the service throughout.

Results

Overall, the flexibility of Webroot Web Security SaaS is a key benefit to the team at Lester Aldridge LLP.

In addition to the potential to waive policy enforcement by utilising the 'Groups' functionality, the system's 'coached access' feature has been activated, promoting self-policing of the service by presenting a page which questions whether the user is aware of the content of the web page that is about to be accessed, offering the option to proceed or cancel and flagging the outcome to the administrator. Coached access has enabled Lester Aldridge LLP to soften its approach to web usage, empowering the user as an individual rather than insisting that employees act responsibly.

Whilst the overall use of social networking is discouraged as a potential distraction and drain on resource, the service is sufficiently adaptable to allow exceptions as and when required in specific instances.

As a result of Lester Aldridge LLP's adoption of Webroot Web Security SaaS, both employees and the business are now better protected from web-borne threats and inappropriate content than ever before, whilst ensuring that none of the internet's potential as a resource is lost.

Comments

'The functionality that Webroot Web SaaS provides has delivered better manageability, better value and better protection than other SaaS or network based security products.'

Neil Prevett, Director of IT & Communications

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