



TOP US LAW FIRM PROTECTS CRITICAL ASSETS AND MEETS CLIENT'S REQUIREMENTS WITH INTELISECURE MANAGED SERVICES

The business challenge

A large law firm in the AmLaw 200 located on the west coast faced a request from one of its largest banking clients. The client wanted the law firm, as a partner trusted with highly sensitive information, to demonstrate how it was taking proper cybersecurity measures to protect data around personally identifiable information (PII). They provided a list of requirements to the law firm that primarily focused on data loss prevention (DLP) and security incident and event management (SIEM).

A Data Security Analyst (DSA) at the law firm was part of a core team, which also included a program manager and a systems architect, that was hired by management to develop a fast response to the client's urgent request. The team understood immediately that it needed to tap into the expertise of experienced DLP security professionals.

Getting help on a Proof of Concept

"While a security vendor can provide the technology," the DSA recalled, "we knew from the client's requirements that we needed outside help to make it successful." The law firm team invited Intelisecure to discuss how it could help implement a proof of concept to meet the bank client's requirements. The law firm also conducted extensive research to review DLP and SIEM technologies.

"We liked that Intelisecure was asking the right questions and understood immediately how to go about putting together a program that would leverage the DLP and SIEM technologies," the DSA said. He

AT A GLANCE

Customer:

- AmLaw 200 US firm

Industry:

- Legal Services

Services Provided:

- DLP Program Design
- Implementation Support
- Managed Services

Technologies:

- Data Loss Prevention (DLP)
- Security Information and Event Management (SIEM)

Results:

- Cybersecurity services protect law firm and satisfy client's security compliance requirements

pointed to IntelliSecure's Critical Asset Protection Program (CAPP) methodology as an ideal framework for customizing a security solution specifically tailored to the law firm's business and client relationships.

The law firm team, along with IntelliSecure consultants, was able to develop a proof of concept in only three months, demonstrating a solution which satisfied all the bank client's use case requirements. Sensing that the client's request was part of a growing trend among its financial service clients, the law firm decided to operationalize the DLP and SIEM program through a managed services agreement with IntelliSecure. In this way, they would have a program in place that

would meet and be prepared for its client's requirements as a trusted third-party provider.



Critical Asset Protection Program sets the framework

To develop a customized CAPP, IntelliSecure Professional Services worked with the law firm to first identify and prioritize critical information that not only included client data, but also other intellectual property and key information assets. The law firm and IntelliSecure consultants then collaborated in detailing security policies and workflows to address how client and other internal information should be handled and monitored.

The process was extremely helpful in getting to understand how the law firm actually conducted business, according to the DSA. "We were doing business in ways that many of us internally did not fully understand until we went through the CAPP process," he said.

Once initial security policies were established, the law firm and IntelliSecure teams went about tuning the DLP and SIEM technologies in such a way as to reduce false positives and focus on the core areas of business. At the same time, the team was able to demonstrate, through use case scenarios, how any issues around client information would be managed and secured to meet auditor requirements.

Extending the Proof of Concept with managed security services

"Once the law firm saw the benefits of IntelliSecure's Critical Asset Protection Program approach in the bank client's proof of concept," said IntelliSecure Chief Technology Officer Jeremy Wittkop, "they wanted us to operate the program as a managed security service."

With extended operations in more than a dozen offices across the U.S., the AmLaw 200 firm had to manage security for more than 1,800 users connecting with a wide range of mobile and other devices. A dedicated security department was created at the firm to coordinate efforts with their assigned IntelliSecure managed services Cyber Intelligence Team (CIT).

"Hackers and whistleblowing journalists are settling on law firms, with their wealth of juicy and purportedly confidential information, as a most attractive new target. Add to that the lure that many law firms are inadequately protected on the cyber front, and you have a recipe for wholesale crises." -- Legal Tech News, May 2016

Human intelligence makes the difference

The IntelliSecure CIT incorporates Security Monitoring and Analytics (SM&A) experts working side by side with a Security Platform Engineering (SPE) group to manage the law firm's program. IntelliSecure SM&A team members understand the law firm's business dynamics and are constantly observing, extracting and correlating data on how information is moving in and out of the firm. This proves especially useful in being able to quickly identify, triage, remediate and report on any suspicious events much faster than a traditional MSSP. The CIT also provides weekly security status reporting to the law firm, as well as making actionable recommendations to improve security.



“One of the biggest advantages that IntelliSecure brings to the table is our Cyber Intelligence Team,” noted the law firm DSA. “While we can tune our technologies to flag events, the human intelligence applied to triaging events is priceless. We trust the people at IntelliSecure’s Security Operations Center as an extension of our law firm team. They know the right questions to ask and keep us up to date on issues through regular calls.”

Delivering a competitive advantage

In summarizing the benefits of IntelliSecure managed security services, the law firm DSA points to the fact that IntelliSecure “understands our practice and the way we do business and has actually been able to help us improve some of our internal processes in the finance department, for example.”

He cited other benefits, including:

- Saving substantial time and effort in managing and tuning the complex DLP and SIEM technologies.
- Providing a competitive advantage by satisfying client compliance needs for data protection and privacy.
- Helping to educate law firm users in following more secure behaviors when handling sensitive information.

At the end of the day, according to the DSA, IntelliSecure managed security services provide the visibility and insights necessary to making the DLP and SIEM technologies successful. “IntelliSecure keeps a constant spotlight on how we conduct business,” he said, “and how information flows in and out of our firm through the partners, vendors and clients we work with. It’s about staying on top of a constantly changing security environment with system updates and upgrades, health checks and regular reporting.”

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The DSA noted that he is looking forward to incorporating the new IntelliSecure Managed Services Platform™, a groundbreaking managed services platform that enables IntelliSecure’s Cyber Intelligence Teams to consolidate and orchestrate across multiple dimensions of cybersecurity. The platform helps ensure comprehensive machine data collection, compound correlation, and analysis verified through Synthetic Transaction Testing, to continuously and accurately assess system health and performance, as well as applying content and context intelligence established through Critical Asset Protection Programs™. Unlike more traditional MSSP services, the platform provides true co-management

through a proprietary Privileged Access Management system that assures 100% change validation. Ultimately, the platform serves as the foundation for a new level of predictive analytics designed to prevent data theft or misuse.

About IntelliSecure

IntelliSecure protects organizations with security services tailored to safeguard enterprise assets from the escalating frequency and scale of global cybersecurity threats. With Cyber Security Operations Centers in Denver and the U.K., IntelliSecure's managed and professional security services deliver the continuous monitoring and intelligence required to protect against internal and external risks. The company was the first to provide managed security services for data loss prevention (DLP) and continues to be the market leader in the space by utilizing its acclaimed Critical Asset Protection Program™ methodology. IntelliSecure is one of North America's fastest growing companies, ranking on the Inc. 5000 in 2015 and 2014, and is the recipient of numerous industry awards and accolades. To learn more visit, www.intelisecure.com.

To learn more about IntelliSecure's unique approach to critical asset protection visit our website at www.intelisecure.com, email us at info@intelisecure.com or call +1 720 227 0990 (US) or +44 (0) 118 976 8960 (UK). We will be happy to explain our services in more detail at your convenience.