CENSORNET

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Danny Garland IT Manager, Harrowells

Harrowells
SOLICITORS

serva cloud

Harrowells is a regional law firm based in the north of England. The practice prides itself on its long and successful track record of offering high quality advice to businesses, families and individuals. Harrowells' IT systems are powered by ServaCloud, one of the UK's leading Cloud platforms. Through partnering with CensorNet, they are now able to offer their solicitors and other employees highly secure access to their cloud-based networks and applications.

Evolving a highly secure remote working practice

As a busy legal practice based in the North of England, Harrowells Solicitors has long provided superior legal advice to a range of businesses and individuals.

In order to improve the productivity of its workforce, enable more flexible working arrangements and allow external partners to connect to its systems, the firm needed to put an effective mobile working strategy in place. Employees wanted to be able to work from home, or work when they were travelling. They were also using lots of different types of devices – tablets, laptops and smart phones. The nature of the Harrowells business also meant that employees handle very sensitive client information, so data security is of paramount importance.

From a mobile working perspective, the requirement was to be able to provide an additional layer of security to the firm's systems and applications, whilst at the same time enabling employees to work from any location using whatever device they needed to.

Customer
Harrowells Solicitors

Industry
Legal

Challenge
Developing a more secure environment for remote working.

Systems protected
Harrowells Cloud Computing system – provided by ServaCloud

Solution
CensorNet MFA (Multi-Factor Authentication)

As Harrowells' IT manager, Danny, explains, "From a security point of view, we knew that in a mobile working environment, our systems were at a higher risk. All the anti-virus and firewalls in place still left us at risk from a user authentication perspective."

How MFA helped Harrowells lock down systems
Previously, the firm used certificate-based authentication but this method had serious limitations. It involved a lot of administrative effort from IT staff to configure and renew certificates on necessary devices and it also meant, that staff had to use only that one configured device.

Recognising the need to improve its authentication strategy, Harrowells re-engaged with its cloud provider, Servatech, research various authentication systems on the market. Danny says, "We needed to add an additional layer of authentication that met the needs of our security systems."

The implementation of the CensorNet Multi-Factor Authentication (MFA) solution was seamless and it was installed and configured with no disruption to staff.

How Harrowells has realised the benefits
One of the key requirements was that the multi-factor authentication system was straightforward to use and wouldn't cause staff any problems. "Our users soon realized how easy and quick the authentication process actually is," Danny says. "I think in this case, the lack of feedback from other users speaks for itself. It isn't a burden of any kind and they can clearly see the benefit of the additional security step."

Another benefit is the increased productivity of workers. They can access Harrowells' ServaCloud system easily and efficiently from any of the firm's seven offices. This is important as a number of solicitors regularly meet clients in different offices across the working week.

CensorNet MFA has also given staff an increased level of confidence in connecting to work systems from a remote location, from various different devices. Danny comments, "With CensorNet MFA, our users are connecting from more devices than ever, more regularly and more conveniently."

Another benefit for Danny and his team has been a huge decrease in the administrative effort needed from IT staff to get a user connected remotely. The lack of administrative burden has also had a positive impact on the productivity of the IT team.

Danny sums it up, "Our authentication system needed to be simple and fast for our users – simply put, we just needed it to work. And it does!"

> **"Our authentication system needed to be simple and fast for our users – simply put, we just needed it to work. And it does!"**
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> **Danny Garland** IT Manager, Harrowells

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