Harbottle & Lewis

CASE STUDY

Harbottle & Lewis Optimizes their "Work-from-Anywhere" Experience with Absolute Secure Access

Harbottle & Lewis Provides Secure Remote Access and Reliable Connectivity for Employees Company-wide

Harbottle & Lewis is a London, UK-based law firm serving media, entertainment, and technology clients for over 60 years. With over 200 employees, their IT strategy needs to support a remote work structure to ensure secure access and reliable connectivity for employees, regardless of where they are.

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> " We had zero visibility — we went from one office to 200 remote worker offices. We knew Absolute Secure Access could give us the visibility we needed to improve the remote work experience and provide better support.

CHARLIE LAING
HEAD OF INFORMATION TECHNOLOGY
HARBOTTLE & LEWIS

THE STORY

Guarantee Secure Remote Access for a Distributed Workforce

What was once a traditional, office-based environment quickly changed for Harbottle & Lewis in 2020, when workers needed to work remotely for the foreseeable future; the company went from one communal office space to 200 remote offices in days.
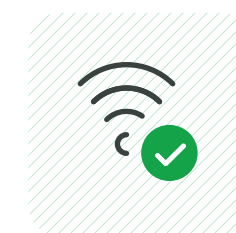
After undertaking a transformation to the cloud, the organization needed to focus on the end user experience of employees. Its legacy VPN client solution was unreliable. Users needed to manually connect and oftentimes didn't realize they weren't connected, resulting in decreased productivity and in some cases, lost billable hours.

Network visibility was also an issue for Harbottle & Lewis' IT team. After pivoting to a remote work structure, many workers experienced network connectivity issues, but the legacy IT approach didn't have the level of visibility and insight required to adequately diagnose network issues outside their corporate network.

SECURITY NEEDS

SECURE REMOTE ACCESS

RELIABLE CONNECTIVITY

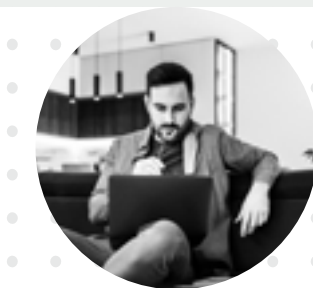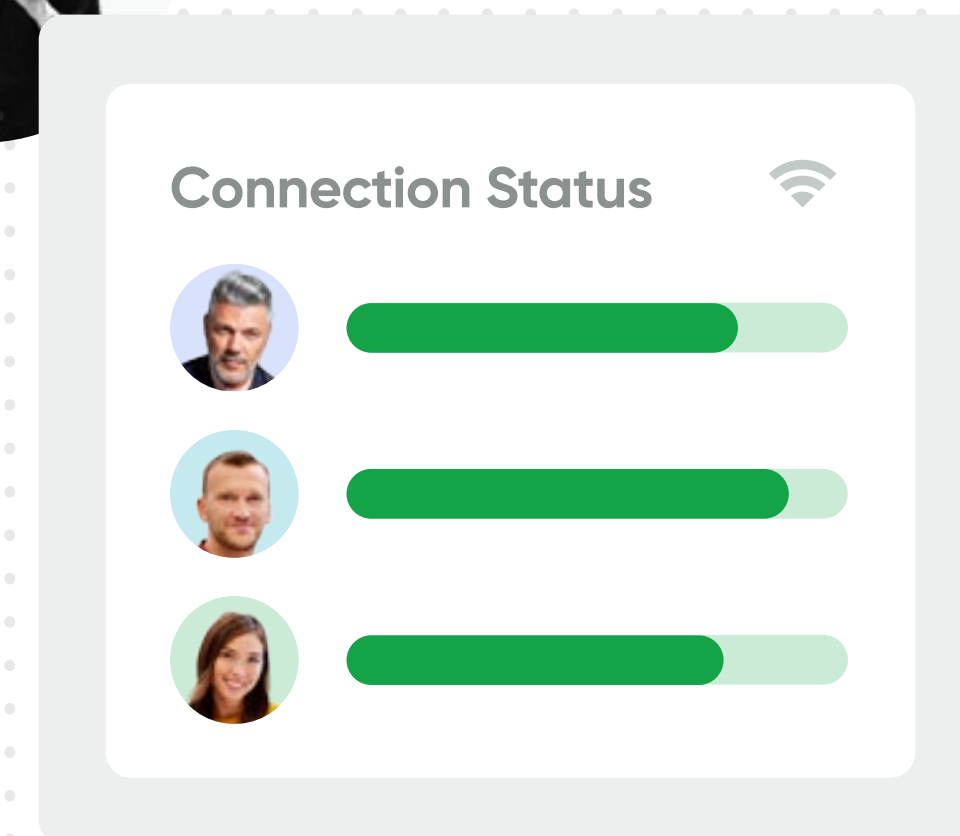IMPROVED EXPERIENCE

THE SOLUTIONS

How They Did It

Ensuring a Reliable and Resilient Connection

Absolute Secure Access was introduced by Appurity, Harbottle & Lewis' valued technology partner. Appurity knew the capabilities of the solution; it could assure a reliable and resilient connection, provide visibility into various networks, and overall improve the experience for remote workers. After a successful pilot of Absolute Secure Access, Harbottle & Lewis decided to move forward to replace their traditional VPN solution with Absolute's solution. The decision was also influenced by the level of support Absolute could provide for a smaller law firm.

Improving User Experience

Once implemented, Harbottle & Lewis was able to gain the visibility needed to adequately troubleshoot and diagnose remote workforce issues, including poor connectivity. This improved the overall experience for remote workers, who could carry on without worrying about being disconnected from the network.

Connection Status

> ## We wanted to focus on the end-users to ensure a seamless experience while they were working from home.

CHARLIE LAING
HEAD OF INFORMATION TECHNOLOGY
HARBOTTLE & LEWIS

Fewer Support Calls = Increased Productivity

Now that the "work-from-anywhere" concept appears to be here to stay, many law firms are looking to optimize their IT strategy to support and protect their remote workers. With Absolute Secure Access organizations can ensure reliable, resilient network access for their anywhere workforce while actively improving the end user experience.

For Harbottle & Lewis, Absolute Secure Access:

✓ Reduced connection-related support calls and trouble tickets to IT, resulting in fewer lost hours for IT teams and end users

✓ Provides a robust remote work solution that can support ever-changing environments and transformations to the cloud

✓ Provides secure connections on every network, no matter where the end user is located, allowing a secure, optimized experience

✓ Improves network visibility, allowing IT to proactively troubleshoot, diagnose, and resolve remote working issues with various reports

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Trusted by nearly 20,000 customers, Absolute Software is the only provider of self-healing, intelligent security solutions. Embedded in more than 600 million devices, Absolute is the only platform offering a permanent digital connection that intelligently and dynamically applies visibility, control and self-healing capabilities to endpoints, applications, and network connections — helping customers to strengthen cyber resilience against the escalating threat of ransomware and malicious attacks.

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