AUTHENTIC8

IT vs. USERS?

How **Law Firms** Can Maximize Security While Granting Access to the Web






Firms that establish a secure browsing environment without compromising data security or work culture gain a competitive advantage.

There is a battle brewing in law firms, pitting IT security needs against the needs of the users. The pressure on firms to protect their data is mounting. At the same time, the always-on work culture blurs the lines between work and personal life.

This dynamic poses a particular challenge for law firm CISOs. They are expected to balance the demands of different stakeholders. But in information security, striking a balance means dangerous trade-offs.

Compromises like shutting off personal web access to protect the firm against data theft don't work. They can actually add new risks. This paper shows how successful firms are optimizing on both axes: data security and user satisfaction.

LAW FIRMS UNDER ATTACK LIKE NEVER BEFORE

Law Firms are the stewards of their client's most sensitive data. They handle proprietary information that can be of immense value to outsiders: internal merger and acquisition documents, litigation files, intellectual property (IP) records, financial reports, contracts, employment agreements and more.

Intruders are known to attack the weakest link in the security chain. The defenses at a top-tier bank are a tough nut to crack, but in comparison, a bank's law firm may be a much softer target.

Attackers exploit security holes in Internet browsers that lawyers and legal staff use. Every time a page is viewed, the browser fetches active code and runs it on the local computer.

Because the web page content can include malicious code, the browser is an open door for attackers to infiltrate the user's device, and jump to other resources on the network.

Attacks against law firms are not an abstract threat.

48 of the nation's most prestigious firms have experienced large-scale attacks by computer criminals in the first quarter of 2016 alone.

- **Nationwide, law firms were targeted with "ransomware", malicious software that encrypted their data and demanded a ransom for them to regain access.**
- **The FBI warns that firms with IP practice groups are increasingly targeted by attackers who are after patent and trade secrets.**
- **Sensitive merger and acquisition data was obtained in a widely publicized security breach at 15 leading firms. Manipulation of financial markets is the presumed motive behind the network intrusions.**

As news reports following such incidents suggest, the fallout from law firm data breaches can be catastrophic.

23 percent of law firms with more than 100 attorneys experienced a security breach in 2015.

Source: American Bar Association

CLIENTS HOLD FIRMS ACCOUNTABLE

This trend puts law firms under pressure. Clients are mandating better IT security controls for their law partners, a major aspect of which is a secure browsing environment. We've learned of firms that were given an ultimatum from long-standing clients: "Align your security practices with our requirements, or we'll have to part ways."

Yet law firms don't have the budgets or IT infrastructure that their highly regulated clients can command. Wall Street's investments in cybersecurity are measured in billions. In comparison, the average law firm has been spending less than 0.5 percent of its annual revenue on computer security.

As a result, law firms find themselves in a difficult position. IT leaders are forced to take drastic steps to secure their environment. This can put them on a collision course with their firm's culture.

SECURITY VS. CULTURE BECOMES IT VS. USERS

Lawyers are "always on", always working. Employees at law firms expect to be able to access personal web resources like email or online banking sites while working long hours. Mixing personal use with business activities is key to the work-life balance.

Historically, internal policies have allowed partners and staff to access these personal web resources with minimal controls.

Changes to these policies are guaranteed to cause turmoil in the organization. We have seen firms try to shut off access to non-work related websites, only to experience open revolt by their employees.

In instances where IT suggested that lawyers access personal websites from their phones or tablets, users protested. Having to context switch between multiple devices was disruptive to their job-related workflow.

A more important lesson was that users would find ways to work around restrictive policies. Firms who have tried to remove access reported how their lawyers simply “relocated” to neighborhood coffee shops to access the web - via free, unsecured WiFi networks.

VIRTUALIZATION IS A POOR MIDDLE GROUND

Some firms have turned to existing technologies to secure web access. Many have used Citrix® or other virtualization software as a way to give employees access to their personal web sites without exposing the firm’s resources.

The rationale is logical. Executing the browser on a remote server prevents web code from reaching the local computer. But virtualizing the entire desktop environment or publishing apps through a virtualization layer can be confusing to users and complicated to administer.

Another major issue virtualization is that it is not inherently secure. The browser in the virtual infrastructure is as susceptible to web exploits as the browser on the user’s desktop. And the virtual systems integration points with firm resources, like file repositories or collaboration apps, open other network resources to exploits.

Virtualization can improve insulation from web-borne threats, but ...

Users

- can still put the firm at risk, due to lack of inherent VDI security and connections to all virtual system resources,
- report a poor web experience, including significant video lag,
- expose the firm’s identity when the VDI runs on premise.

Virtualization requires additional investment to deploy and manage

IT

- can’t lock down the virtualized environment completely due to the lack of integrated web policy controls,
- struggles to secure the increased attack surface area across significantly more endpoints
- faces additional workload due to complex configuration and patching requirements,
- needs to budget for higher hard and soft costs.

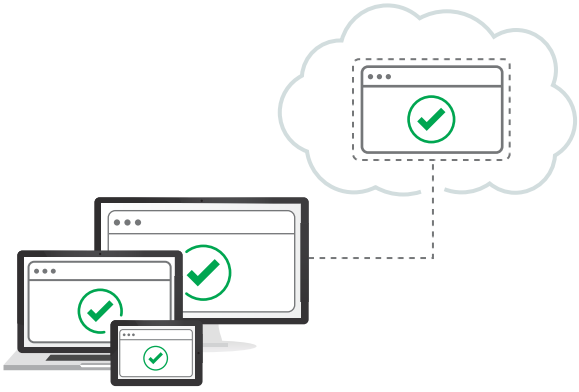
SILO SOLVES THE WEB DILEMMA FOR LAW FIRMS

Virtualization is a good start - as described, it provides an insulating layer between the device and all web code. But virtualization alone is not sufficient. Silo is a secure, cloud based virtual browser designed for maximum security and IT control.

With Silo, the browser is built fresh at session start and destroyed at session end. All web pages are rendered in the cloud with page content being delivered over an encrypted connection as display information back to the user. No web code ever touches the endpoint, cookies, trackers and other web residue don’t persist.

Web pages are rendered in the cloud and transmitted back solely as visual information - pixels - through an encrypted point-to-point connection.

No web code ever touches the device endpoint.



Silo shifts the attack surface for web exploits from the local IT environment to Authentic8’s secure cloud environment.

Users familiar with any other web browser will be able to use Silo. It provides the same web experience they are used to.

Silo’s patented technology enables full configuration of browser functionality based on user needs and IT policies. Silo can be accessed from firm-only devices, or personal devices as well. Silo can store users bookmarks, login credentials and other personal data, or it can be a simple, standard browser instance. IT can enable or restrict things like URLs, copy/paste, upload/download, and print, to ensure data policies remain intact. All configuration controls are at IT’s fingertips.

Silo shifts the attack surface for web exploits from the local IT environment to Authentic8’s secure cloud environment. And it is as simple to use as any other browser.

IT AND USERS RECONCILED: WIN-WIN WITH SILO

USERS prefer Silo because it provides web access at the same or better quality and speed that they're accustomed to, even for video content.

They get access to personal sites without disrupting their workflow. Email, social sites, whatever web content their use policies allow.

Users can personalize Silo to help them manage credentials to websites, access from alternate devices, and use any network, any time without jeopardizing themselves or their data.

IT prefers Silo because it delivers better security. No web code reaches the network, and no data can pass between firm repositories and the web.

They can configure Silo with a variety of access and use policies. Silo is cost-effective and simple to deploy. It integrates with current IT infrastructure, doesn't disrupt the user's workflow, and it eliminates the web exploit surface area.

Silo runs off-network. Nothing about the firm's users, network or identity is exposed on the web.

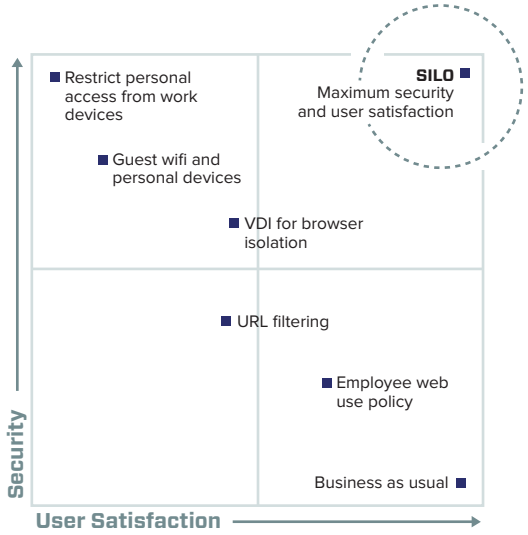
THE SECURE BROWSER THAT MAKES USERS AND IT CLICK

Firms can't shut off web access, and they can't continue allowing unfettered access to the web. When evaluating current products to solve the problem, each represents a tradeoff between IT requirements and user needs.

Silo represents a new approach to solving the problem. It is an innovative product that addresses the needs of both groups.

Leading law firms have chosen Silo because it allows them to achieve maximum protection against web-borne threats while maximizing user satisfaction.

Silo's patented technology combines a rich, fast web experience with perfect insulation from ALL web borne threats. IT can provision Silo to users on demand without additional hardware, software or ongoing maintenance.



This helps law firms to manage a frictionless onboarding process for anyone who accesses the web - partners, associates, employees, temps, interns and external contractors.

Tools that fail to support the firm's cultural requirements or conflict with work-life balance needs can negatively impact productivity and office morale.

With Silo, IT gets definitive control over web use and devices, as well as perfect insulation for the firm's data. Users get a responsive personalized browser that they can use without disruptions to their workflow, and without jeopardizing their firm.

Instead of ending up with a weak compromise, both parties win. Silo provides perfect insulation between the firm, their users, data and the web. Users get a responsive personalized browser without disruption to their workflow.

Firms that establish a secure browsing environment without compromising data security or cultural needs gain a competitive advantage. See the role Silo can play.

Try Silo for free at **WWW.GETSILO.COM/LEGAL**

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