

Leading Dutch law firm secures mobile access to sensitive data for lawyers



The Challenge

No matter where they are, the lawyers and support staff at Boels Zanders need to access sensitive client data contained in Microsoft Outlook, Microsoft SharePoint, and software-as-a-service products including iManage for corporate legal departments. Often this access is through public Wi-Fi connections while travelling to and from client locations. To meet the demands of their employees for mobile access, the technology team at Boels Zanders initiated its mobility programme three years ago with corporate owned, personally enabled (COPE) iPhones, managed by MobileIron.

The increase in mobile malware reports in 2016, including [malicious versions of Pokémon Go](#) that were available ahead of the official version in the Netherlands, led Jos Meuwissen, IT Manager at Boels Zanders, to seek out a comprehensive mobile security solution.

In addition to the challenge of guaranteeing secure mobile access to sensitive data for employees, Jos faced the additional challenge of maintaining compliance with Dutch and EU regulations for data sovereignty.

Lastly, Jos knew that the user experience of the mobile security endpoint app was critical since Boels Zanders employees work on their phones everywhere they go. False positive alerts and confusing mitigation messages would damage productivity and increase support tickets.

Boels Zanders Advocaten

Customer Profile

Boels Zanders Advocaten is a top 25 law firm in the Netherlands. With three offices, a Belgian, German and International Desk, and ISO 9001:2015 certification, Boels Zanders delivers both broad and highly specialised national and international legal expertise for a global client base.

Industry: Legal

Size: Top 25 largest Dutch law firms

Mobility Policy: COPE

EMM Solution: MobileIron

Security Challenges

- Enable secure mobile access to sensitive client data in Microsoft Outlook, Microsoft SharePoint, and iManage
- Comply with Dutch and EU regulations for data sovereignty and privacy
- Secure both corporate owned iPhones and the personally owned iPads used by partners

The Solution

Jos knew his firm needed two key characteristics in a mobile security solution: a cloud-based solution that delivered an easy-to-understand end-user interface and the ability to integrate with MobileIron MDM.

“You can’t operate without mobile security any more. Once we became aware of the spectrum of mobile risks, we knew we had to be proactive with securing our mobile endpoints. Lookout secures everything on our devices and gives us complete visibility into the threats and risks our lawyers encounter. The other solutions I evaluated offered 80% security coverage at best.”

Jos Meuwissen, IT Manager,
Boels Zanders Advocaten

When mITE, his trusted mobility advisor and service provider, recommended Lookout as the leading mobile security solution, Jos and the Boels Zanders team reached out to the Lookout account team based in Amsterdam to learn more.

One of the primary evaluation criteria was a solution that was cloud-first, since Boels Zanders did not want an on-premise or appliance-based solution to manage. It was also critical that the solution was mobile-first, since Jos and his team knew that the mobile technology architecture is different from PC. Therefore, porting desktop security technology into the new mobile world would be an inadequate solution.

After verifying that Lookout exceeded all of the evaluation criteria the Boels Zanders team established, they decided to move forward and deploy Lookout to the entire firm. The deployment was very easy, and was comprised of pushing the Lookout for Work endpoint app to employee devices via MobileIron to all corporately owned iPhones and a smaller number of personally owned iPads. The final step was emailing an activation link to all employees – in all a two-day deployment roll-out.

The Results

The smooth, “no surprises” cloud deployment is complete, and Boels Zanders has achieved secure mobility, compliance with European regulations for privacy, and no increase in management time due to the ability to remediate threats via the MobileIron management console.

As a high-profile law firm, Boels Zanders takes a high-risk and high-sensitivity approach to security overall, and that extends to mobile data. For Jos and the Boels Zanders partners, the greatest achievement of their mobile security initiative is how little the cost of mobile endpoint security is compared to the cost of a public breach.