

Arnstein & Lehr Automates Secure Document Exchange and Improves Collaboration with Biscom

“Biscom is straight-forward to use and easy to implement. Our clients adapt to it quickly, and our lawyers even more quickly.”

- Joel Rothman, Partner

ARNSTEIN & LEHR LLP

Company: Arnstein & Lehr LLP

Industry: Legal

Locations: Chicago, IL

Website: www.arnstein.com

Challenges:

- » Needed an efficient way to exchange large electronic files and documents with clients and outside counsel
- » No secure method for file transfer
- » Looking for a reliable approach to file transfers that is also simple to use for both attorneys and clients

Solution:

- » Biscom Secure File Transfer

Results:

- » Attorneys and clients can easily exchange information in a timely and secure manner
- » Audit trails enable attorneys to ensure receipt of delivery
- » More billable time allotted to the practice of law, not the technology that supports it

Founded in 1893, Arnstein & Lehr LLP is one of the oldest law firms in the country. However, the 150-attorney firm is distinctly forward-looking when it comes to technology. It prides itself on deploying sophisticated solutions to support the diverse needs of both its attorneys and clients.

Transferring files has always been a challenge for law firms. Law firms employ various methods—from snail mail to email—but face issues with efficiency, timeliness and execution. Furthermore, it is often difficult to track the receipt of the files without multiple follow-up confirmation activities. The law firm of Arnstein & Lehr was ready for a solution to address these issues and decided to approach these problems head on.

Underkill vs. Overkill

“We used to share files in two ways: underkill or overkill,” comments Joel Rothman, a partner and board-certified attorney in intellectual property law, who also serves as a member of Arnstein & Lehr’s technology committee.

Underkill refers to using traditional measures to send files, such as copying the information to a CD-ROM or USB drive and delivering it via courier or postal mail. These methods are inefficient and a waste of valuable time—both with the process of burning or loading the information and with waiting on its delivery to clients.

“Underkill would get the information physically where it needed to be,” says Rothman. “However, it costs money, things can break, it isn’t immediate and you can’t monitor security every step of the process.”

Ironically, an overkill method presents some of the same challenges as underkill when it comes to productivity and security. Overkill refers to a significant effort deploying a complex solution to solve a fairly simple file transfer process. According to Rothman, “There’s no need to put up a SharePoint installation if all you’re trying to do is transfer 100 gigabytes of data one time. Solutions like this and FTP sites can facilitate the exchange of large amounts of data but don’t have the desired security or authentication.”

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Partner
Arnstein & Lehr LLP

Email: The Collaboration Killer?

“What do you mean there were only three attachments?” When it comes to sharing files, nothing stifles the collaboration process faster than email. Spam filters, message size limitations, incorrect email addresses—all of these constraints jeopardize the successful and secure delivery and receipt of important documents and files. “Email only works up to a certain point and it works inconsistently,” says Rothman, who describes a typical/frustrating scenario—the need to break up information into smaller files, send multiple email messages and resend email due to a failed receipt. This steals valuable billing time away from attorneys, diminishes the collaborative efforts with clients and diminishes the law firms’ technical expertise. “Imagine a client struggling through a pile of emails to find all the exhibits for a motion and one email is missing. This isn’t a good place for you or your client to be in,” comments Rothman.

Biscom: “Use it once, you can use it a million times”

Arnstein & Lehr chose Biscom Secure File Transfer; Biscom’s secure document exchange technology, to solve their file transfer challenges based on its proven security, ease-of-use and auditing capabilities. The SFT implementation has resulted in a remarkably smooth process for its attorneys, who quickly adopted the solution and its simple interface. As Rothman says, “You use it once, you can use it a million times, I was transferring files within five minutes.” And as more lawyers use it within the firm, the benefits are multiplying, particularly in the following areas:

- **Collaboration:** Using SFT has helped Arnstein & Lehr differentiate itself Rothman cites one example, “I’ll get hundreds of marketing and advertising documents to review. With Biscom, I can confirm that the clients get every document returned to them in an organized manner which makes it much easier and efficient on their end.”
- **Security:** Underkill and overkill transfer methods are no longer necessary. With Biscom, each delivery is uploaded, tracked and securely delivered to the client within minutes.
- **Productivity:** Attorneys can now focus on practicing law instead of wasting valuable (and billable) time on file transfers.

From the IT side, the benefits are numerous as well. As Bill Costello, Director of Information Technology for Arnstein & Lehr sums up, “Biscom is straight-forward to use and easy to implement. Our clients adapt to it quickly, and our lawyers even more quickly.”

About Biscom

Biscom is a world leader in secure enterprise document delivery with solutions including the award-winning enterprise FAXCOM® Server and FAXCOM Anywhere cloud fax solutions, Biscom Secure File Transfer, and Verosync, an enterprise-ready file synchronization and sharing solution. Founded in 1986, Biscom is the industry’s recognized innovation and customer service leader and has provided many of the world’s largest companies with secure communications solutions. Learn more at www.biscom.com or call 1-800-477-2472.