Legal

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achieve.

**Supporting the Legal Sector
to embrace its digital future.**

Supporting the Legal Sector to embrace its digital future.

we simplify.

Transformational technologies

Introduction

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The legal sector is in the middle of a considerable shift, as digital transformation is becoming a priority for many firms who have historically been slower to change than other sectors. Innovation and transformation programmes are well underway, accelerated by the pandemic and the need to embrace hybrid working, as well as to serve customers in an increasingly digital legal marketplace.

Law firm clients now expect digital lawyers. Lawyers who use the latest technology themselves, who open up their data to solve client problems, and who can advise on what technology means for their clients. CIOs are rethinking what can be achieved when business is underpinned by the cloud, digital operations and data.

Enabling this transformation is a careful balancing act, and it's having a major impact on IT strategy and the IT operation as a whole. From the role of innovation and service design; to the need for data to inform decisions; and to the importance of engaging customers and the workforce, previous IT strategies are being ripped up and replaced.

The speed and flexibility of the cloud, automation, and other tools allow law firms to deploy solutions without developer support or long wait times for IT. Gartner predict that legal firms will automate over 50 percent of legal work for key business transactions as they realise the value of AI for managing day-to-day tasks. This will drive a shift in the economics of firms, as the billable hour is replaced.

The global legal technology market is poised to generate over $37 billion by 2026. With AI, law firms can be free of mundane, repetitive tasks and focus on client and legal practice. Data volume is expanding, so law firms must use technology to securely streamline data management and improve the client experience.

At SCC, our ethos is to put the customer at the heart of what we do. New technologies constantly appear and evolve, and our position of independence ensures our investment decisions are only made to adopt new ideas and technologies when they actively support our customers remaining competitive.

Key Challenges in the Legal Sector

Competing in a Changing World

The world of legal services is changing, new approaches, models and technology are having a fundamental impact on how legal work is delivered. Demand for legal services offered by traditionally non-legal firms such as insurance or document services companies is rising sharply. Businesses and private individuals are increasingly willing to look outside of traditional law firms and this brings further competition to the sector.

In addition, new online providers have entered the market reducing the need for traditional paper-based service providers often providing services at lower cost and increased speed. Many customers especially consumer clients are accessing legal services and advice online as an affordable alternative. Tech-enabled teams can work on a fixed fee basis at typically half the cost of a traditional law firm.

With the increasing choice of legal services, clients will select innovative firms that improve the quality, speed and price at which value is delivered. Legal firms that are early adopters of 'non-traditional' legal delivery models will be able to offer the best combination of cost and quality for clients. Legal firms that are more advanced at leveraging technology will demonstrate agility through faster turnaround times.

An Increasing Threat Landscape

Legal firms are increasingly dependent on emerging technologies and data sources to drive efficiency, enhance cybersecurity and expanded capabilities. In addition, customer experience can be improved by both streamlining processes with automation as well as providing customised service where needed and preferred.

However, with an increase in digitisation comes an increase in associated cyber risk. Ransomware and supply chain attacks continue to rise and any vulnerabilities create challenges for IT teams of legal firms. Legal firms are targets for sophisticated cyberattacks and they must invest in advanced cybersecurity solutions to protect the company's IP and proprietary data and not least reputational risk.

Internal security teams are stretched in different directions, due in part to new remote work policies. Indirect attacks are becoming a growing concern and require time to build detection and response capabilities. The new threat landscape requires careful monitoring and management, failure to do so is massive business risk, the detrimental effects of which cannot be underestimated.

Many traditional legal firms suffer from legacy infrastructure

and technical debt, which is challenging their ability to address security vulnerabilities without significant investment and transformation. To secure their IP and proprietary data, as well as protect against significant breach fines legal firms must invest in advanced cyber security solutions to ensure operational resilience.

Evolving Customer Expectations

Today's customers are very different in the types of legal services they purchase, how often they engage and their level of knowledge of both the law and legal service providers. They are looking for services delivered in ways that are flexible enough to suit their different needs. They expect connectivity, efficiency, centralisation and transparency. Real-time communication and the ability to work on the go is a must.

Customers who are accustomed to digitally enabled convenience with other products and services in their life expect it from legal services providers. Technology adoption alone will not confer any degree of customer-centrism but using technology to enhance the customer experience is increasingly expected. Those legal firms that can put the customer at the centre of their services will increasingly prosper.

Social media and online presence is a prerequisite to

access the modern consumer and for fast customer services. It offers the legal profession a valuable opportunity to connect with clients and to respond to their needs faster. There is a great opportunity for customer-centric providers, enabled by digitisation to accelerate market share gains.

The other significant change in customer expectations is in seeking out ethical providers with more sustainable business practices. For reputational among other reasons, many companies have already become active in promoting corporate social responsibility, environment and diversity through their market position. Environmental, Social and Governance (ESG) factors are rising to the top of the agenda with the realisation that failure to address these can be detrimental to businesses. The key challenge is for legal firms to address these factors in a meaningful way rather than churning out surface skimming rhetoric.

Maximising the Benefits of Technological Innovations

To succeed in this new market, legal firms need to provide added value by accelerating their digital adoption and transforming their operations to the benefit of customers. Customer demand for more interactive and efficient digital platforms and products is set to continue, this **will require**

ongoing adaption to new technologies. In fact, it **is** essential for legal services in order to survive and prosper.

A recent report from Gartner found that around 40% of business will be conducted digitally by 2023 – so its key that legal firms invest in their digitisation, artificial intelligence and cloud capabilities to enable them to offer innovative, digital services whilst remaining flexible and adaptable to change.

The adoption of Artificial Intelligence **(AI)** has the potential to reduce costs and increase access to those seeking legal advice. The application of **AI** is likely to change the types of work carried out and reduce the **number of** routine document analysis and review tasks. AI can bring with it new ways for firms to do business, simplify how client work is researched, reduce costs and bring the expertise of the legal profession to a wider audience.

One aspect of the changes brought on by the pandemic is the significant increase in the numbers of lawyers and their staff working remotely. Before the pandemic, some legal firms were averse to doing so, but the crisis has shown that legal firms can successfully form virtual agile teams, provide remote advice, and handle routine work remotely. This has accelerated a shift towards using cloud-based platforms to help staff

work together and deliver client needs.

Using cloud-based platforms provides so many opportunities; firms can recruit talent no matter their location; attract clients outside of their normal location to increase their new business potential; employees can work from any destination; and of course there is a reduction in overhead costs.

Digital transformation is already a proven business strategy, with data-driven legal firms cited as more likely to acquire and retain customers and far more likely to be profitable as a result. It is essential for legal firms wanting to stay relevant, competitive and reputationally sound in the current market.

SCC's Services for the Legal Sector

SCC has worked with **legal firms** for many years, during this time we have developed and continue to evolve our experience, knowledge and understanding of the key challenges faced by our Legal customers. Our full portfolio applies to many areas that can support our legal clients dependent upon the specific nature of their business challenges however we consider the following to be critical as the **Legal Sector** continues to evolve post pandemic.

Modern Workplace

Create a seamless integrated in office experience regardless of working location through the unification of devices, applications security and collaboration tools.

Managed Security Information and Event Management (SIEM)

The increased use of technology provides an ever-widening threat of breach both internally and externally. We provide security and event management solutions that proactively monitor, alert, and manage cyber threats to your business.

Cloud Adoption

Cloud services and new platforms are required to underpin digital evolution goals. SCC identify, design and deliver the right workload strategy utilising public or private cloud to help unlock the power of data and drive competitive advantage.

Automation and Digitisation

Improved data management, accessibility and collaboration through document digitisation.

Service Desk

A blend of traditional and next generation service desk options with access to specialist support.

Modern Workplace

Many Legal firms are under pressure to implement agile working and unified communication solutions at pace. Now more than ever, the ability for end users to work from anywhere with the best-in-class collaborative tools is critical. SCC are helping Legal firms build hybrid working strategies to address these challenges.

With the legacy of the COVID-19 pandemic, remote working is already creating entire new organisational structures and even new business models. Legal firms are now also looking at future modern workplace solutions to provide end users with a seamless work from anywhere experience.

Our Modern Workplace teams ensure our Legal customers are secure, productive, connected, maintained and managed, delivering seamless collaboration and office mobility to help customers achieve exponential growth by aligning IT and business strategy. SCC will align people, process and technology to the following solution areas:

Collaboration and Communication

To meet regulation requirements and keep their client data safe, law firms require secure methods of communication and traditionally rely on private, isolated networks for phone calls, video conferencing and email. Managing all of these tools separately creates a number of issues for Legal firms and can drive down productivity in a constantly moving and fast paced work environment.

SCC can support law firms in the design and deployment of unified communication strategies which integrate email, video, voice and mobile methods, whilst maintaining and assuring the security levels they require. Proper Unified Communications integration can enable lawyers and partners to reach clients and colleagues from anywhere and on any device. This will not only create a productive firm environment but could also help secure young Legal talent, who want a dynamic and flexible working model.

Unified End-Point Management

Legal firms can streamline their processes for managing IT devices by deploying SCC's Unified End-Point Management service. This provides a centrally available, single administrative console for managing device security polices, asset inventory and compliance reporting. It enables IT to remotely manage corporate devices, including identity and access management, patch management, endpoint experience monitoring and technology adoption requirements. Understanding their IT estate and ensuring end-point security is key to meeting regulatory requirements.

Application Modernisation

Many Legal firms are prevented from reaching their transformation aspirations due to legacy infrastructure and applications which are unsuitable for cloud hosting. SCC's application modernisation services can help

to understand the law firms application estate, how these are currently used throughout the business and how they might be upgraded, which is key to any transformational project. To support Legal customers SCC can remotely manage the upgrades of applications and can deliver containerisation services for legacy applications which are not currently fit for the cloud.

Technology Adoption

Aligned to our Modern Workplace Practice, our Technology Adoption team offers training, end user adoption and learning management services to ensure that our Legal customers maximise the benefit of their investment in technology. Through a combination of different approaches, our Legal customers can pick and choose options that suit their environment and personnel.

Product Provisioning

Major IT investments and refresh projects can be daunting, as managing a number of suppliers requires a lot of co-ordination and can often see costs mounting. To avoid this hassle, Legal firms often buy IT only when it is required, sweating assets until they no longer function. SCC works closely with our customers to mitigate this procurement challenge, utilising our accredited partnerships with over 1,000 suppliers, we can guarantee technology availability and price competitiveness. Our National Distribution Centre supports our Legal customers throughout the entire product lifecycles, from initial procurement to

storage and logistics, certified data erasure, configuration, repair and finally, recycling and disposal.

Service Desk

Offering 24/7 support for IT issues for employees is essential to ensuring the success of a hybrid working solution and keeping Legal teams productive. SCC's Service Desk blends modern technology with standards-based, proven service management practice to ensure that our services align to the Legal firms' objectives, culture and infrastructure. As self-service portals, messaging platforms and applications that can complete tasks without human interaction are starting to proliferate our home lives – utilising them for IT support will speed up issue resolution times for Legal end users and empower them to self-help, removing the frustration of waiting for an IT engineer to be available. SCC offers a number of tailorable dedicated and shared Service Desk solutions for Legal firms which can integrate with other SCC services to form a bespoke managed support solution, available across all locations and geographies, onsite and remote.

End User Support

To complement our Service Desk service, SCC also deliver a remote engineering field service which has been designed with the modern workplace in mind. It offers a truly user-centric set of services which get employees back up and running when IT breaks in as quick and easy way as possible. As an extension to typical break-fix support services, our remote field service is suitable regardless of the law firms working model capable of supporting both onsite and remote workers for all of their IT deployment or fix requirements. By combining innovative self-service options such as Tech Bar, Smart Locker, IT Peripheral Vending Machines, Repair 365 and Technical Exchange with our national fleet of 150+ technical engineers, all IT kit is supported and user satisfaction guaranteed.

Why Digital Workplace for Legal Firms?

It is important for Legal firms to transform and modernise in line with technology advances and changing consumer and worker demands. Adjusting to a post epidemic world and workplace has brought to the forefront remote working. SCC's modern workplace solutions help to empower the end user, evolve and grow supply chain deployments and implement agile unified communications at pace. By shifting resource away from manual structures and business models, forms of transport and supply chains, Legal firms will be able to free up cash for investments and projects that better suit their new ways of working and that will drive greater profitability and growth. The non-intensive remote forms of communication will also help to further support sustainability objectives through the reduced face-to-face nature of operations and less capital resources. With our extensive in-house capabilities, SCC is able to effectively co-ordinate between not only audio visual services, but also document services, hybrid data centre services and managed services.

Managed Security Incident and Event Management

As our world becomes progressively more connected, Legal firms are facing increasingly sophisticated and targeted cyber-attacks. This is worsening as Legal firms become increasingly dependent on emerging technologies and data sources to drive efficiency and expand their service capability in line with client expectation. Many traditional Legal firms suffer from legacy infrastructure and technical debt, which is challenging their ability to address security vulnerability without significant investment and transformation. A shortage of skilled security resources is also compounding this challenge to Legal firms, meaning a managed service model, working in partnership with an expert provider, is often the best option.

SCC can help Legal firms to develop a comprehensive security strategy that encompasses every stage of their security lifecycle. Our Managed Security Incident and Event Management (SIEM) service provides access to best-in-class threat detection services, delivered by our dedicated and experienced operations team. It delivers a complete view of the visible and 'invisible' threats facing an entire Legal firm, reducing detection times and improving defence capabilities.

We collect, store and analyse security event data, consolidate log events and network data from customer devices, endpoints and applications distributed around the infrastructure. This data feeds into SCC's enterprise class platform, where an advanced Sense Analytics engine normalises and correlates the data to identify anomalies, uncover advanced threats and remove false positives in real-time. The platform is managed from SCC's Cyber Security Centre where a team of Security Analysts monitor incoming alerts and events. This team actively seeks to provide advice to Legal firms on the best course of action following detection of a threat, with threat detection notifications delivered automatically to our customers.

SCC's Managed SIEM Service is powered by IBM QRadar, which ensures our detection system remains continually up to date with the latest threats and vulnerabilities, as these are provided by IBM X-Force Threat Intelligence which supplies a list of potentially malicious IP addresses including malware hosts and spam sources.

Why SCC's Managed SIEM service for Legal Firms?

SCC's Managed SIEM will eliminate the complex workload of managing, storing and analysing an ever-increasing threat landscape for Legal firms, allowing them to focus on core business activities with the knowledge that their IP and client data is secured. As one of the most targeted sectors, our services can help predict the chance of attack happening and enable Legal firms to mitigate this risk before it hits. Legal firms have the tools and information required to meet their regulatory and security compliance requirements with SCC's end-to-end security service reporting and Service Level driven contract agreements. Our service eliminates the challenges caused by skill shortages as SCC's security experts provide 24/7 proactive security event monitoring and alerting from our Security Operations Centre.

Cloud Adoption

Cloud computing allows Legal firms to access their documents, templates and information anytime, anywhere. This new technology is helping firms introduce agile working practices that help attract the best talent, increase productivity and maximise billable hours.

As Legal organisations grow, it becomes expensive to manage IT infrastructure, including hardware and the software. SCC's cloud services enable Legal organisations to reduce overhead costs like storage, local software, servers and IT professionals to manage the systems within the office.

Legal organisations need their management applications to work in sync with third party add-ons, for example, practice management systems, time tracking management and billing. These add-ons can all be synced seamlessly in the cloud, allowing for a smooth workflow. Data can be synchronised across devices such as tablets, laptops and smartphones allowing Legal professionals to manage their workload effectively with real-time access. Even if their team are working from different locations, they will always be in touch with team members.

Our Approach

SCC's Cloud Readiness Assessment ensures that organisations receive the maximum benefit and optimised performance for each workload from their cloud investments. By performing a holistic review of the customers IT infrastructure, we identify which applications and their interconnecting workloads are viable for hosting

on a cloud environment. Legal organisations may have some services which cannot be moved to public cloud, due to regulatory and legal restrictions, so may opt for a hybrid cloud solution. This allows some workloads to be managed either on-premises or stored in a private cloud environment.

To identify which applications and workloads are suitable for migration to the cloud, SCC will perform a cloud feasibility study which assesses customers' application landscapes. This includes the related areas of financial, business, operational and environmental factors. The output of this study is a readiness report which provides guidance on the suitability of existing applications to move to a cloud environment, areas of quick wins and estimated budgetary figures for the cost of migration.

Following the feasibility study, SCC can propose a number of storage solutions tailored to the customer to maximise the productivity of workloads and which minimise the risk of operational down time during transition. Moving to a cloud environment will enable Legal organisations to benefit from the flexibility and cost savings associated with shared and consumption priced services.

Our Solutions

Our solutions include:

• **Colocation** – Legal firms can maximise the return on investment of their current compute and storage infrastructure and deliver cost savings to the business by hosting their equipment in SCC's UK based enterprise data centres.

• **SCC Hyperscale** – SCC's Hyperscale Service allows Legal firms to seamlessly host applications and workloads from multiple public cloud platforms, including Amazon Web Services, Microsoft Azure and Google Cloud. The SCC service provides ongoing management, support and optimisation of a Legal firms cloud environments.

• **Cloud+** – SCC's secure multi-tenant private cloud platform, Cloud+ delivers a catalogue of cloud-based compute and storage services based on a consumption model. This allows Legal firms to host services in an enterprise data centre environment without large capital outlays.

• **Sentinel** – Sentinel by SCC is an enterprise level, fully certified OFFICIAL/OFFICIAL SENSITIVE Community Cloud platform, built specifically for customers with high security needs who cannot use a shared space for regulation compliance reasons.

• **On-Premise** – Certain workloads are better suited to an On-premise Cloud Service, we help customers derive the benefits of Public Cloud, by deploying an 'as a Service' on-premise solution to compliment, re-accelerate and enhance the customer Cloud Journey.
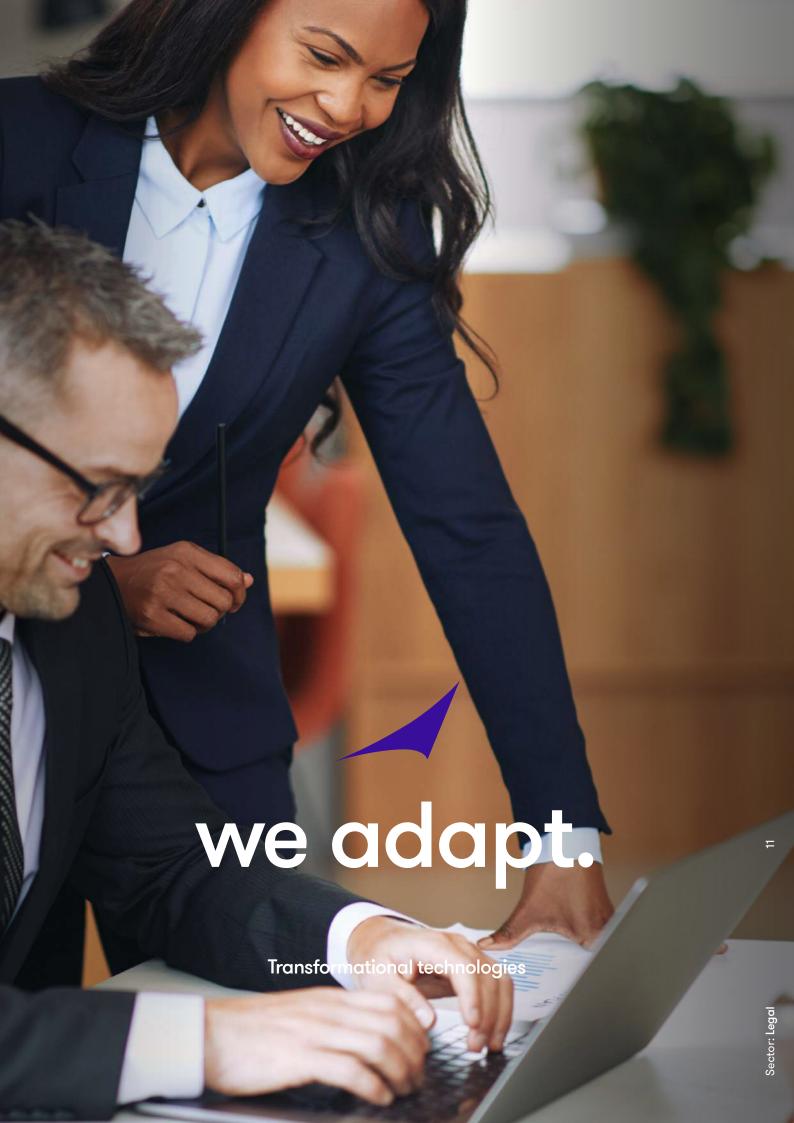
SCC's solutions have been tested against strict criteria for confidentiality, privacy, security, availability and processing integrity. We deliver high-level security including end-to-end encryption, firewalls, anti-malware and more for the legal process to ensure that any sensitive and confidential data is protected.

Data backups and recovery mechanisms ensure that, even in event of a disaster, data will not get lost.

Why Cloud Adoption for Legal Firms?

Modern businesses demand agile, intelligent business and IT applications. In practice, this translates to a growing urgency for Legal services to move from legacy technologies to cloud-based solutions. To remain competitive, Legal firms need to increase their speed to market through the transformation of their legacy systems. This is a major undertaking, but SCC can help identify the right journey to cloud to minimise disruption. A major benefit of the adoption of cloud to a Legal firm is the ability to scale. As opposed to traditional IT solutions, with cloud, Legal firms will have the ability to instantly upgrade and downgrade their IT resources. Legal firms can upgrade or downgrade any server resources needed, for example, storage or RAM without IT issues.

Through continual innovation and impartial advice, SCC establishes long-term relationships with customers in the legal industry built on trust. Our fast, flexible and agile approach means that we can react to our Legal customers' changing requirements, offering them the right level of support when they need it, to help them grow and succeed. The opportunity is there for Legal firms to accelerate their cloud services journey faster than their competitors.

we adapt.

Transformational technologies

Sector: Legal

Automation and Digitisation

Legal firms are changing. They are challenged by their clients and employees to be more flexible, offer more options and to do them more sustainably. The traditional office based law firm is no longer a successful business concept, with employees wanting more flexibility to work how and when they want. To make this working model a success, Legal firms are having to rapidly integrate new technology into their operational processes and workflows, while still being mindful of the regulatory landscape they must perform within.

Legal firms are a major holder of sensitive client data, with data integrity often key to legal proceedings, any breach could see a case rapidly fall to pieces. Digitising business data is often perceived as a risk, with a lack of understanding one may believe that physical on-site storage is a better option. However, physically stored data is static and by digitising Legal firms can rapidly take advantage of new ways of working, from enhanced collaboration between offices and employees, to data analytics and Robotic Process Automation (RPA).

SCC Document Services work with Legal firms to bring people, process and technology together, giving firms control over how they store, share and secure information in all of its formats. Once control has been implemented over the data landscape, they can help firms to capitalise on this, through the delivery of a dynamic, technology enabled environment which creates stand-out client

and employee experiences. Understanding the data you have and making it more accessible, searchable and secure, provides opportunities that shape and support future workforces with smarter, sharper decision-making power. Being able to produce, store, edit and distribute documents efficiently is key to a businesses' success.

Our range of managed Document Services equip Legal firms with innovative digital document management solutions that support more integrated, agile ways of working. These fully managed services give Legal firms access to SCC's specialist managed print resources, without the requirement for recruiting or retaining additional in-house skills.

Secure Scanning Services

SCC can remove the challenges caused by legacy paper processes with our secure record scanning services, which digitises archived and current documents to be secured either on premise or in a cloud environment. With a complete, indexed view of all its data, the Legal firm can eliminate data silos and promote a working environment that encourages collaboration and communication.

Managed Print Rooms

These specialist resources and operatives help Legal firms move away from paper-based processes and workflows, towards digital transformation strategies that help messages be conveyed more effectively. By removing the burden of print

management, vital IT resources can refocus on core operations and innovation. In support of flexible working solutions, correspondence can be sent digitally to the print room where it will be printed and dispatched.

Managed Post Room

Our digital post rooms and processes minimise the processing time of inbound and outbound mail, while improving its quality at the same time. These managed services help support the adoption of quicker, more agile and more efficient working practices organisation-wide. SCC's Digital Inbound mail solution, scans, indexes and electronically delivers mail to the end user, removing the requirement for them to be on-site to receive it. It can also be linked to AI or RPA, allowing the data within the mail to be actioned without staff intervention.

Why SCC's Automation and Digitisation Services for Legal Firms?

SCC Document Services can support Legal firms in taking control of their data – from capturing and storing information to filtering and presenting that information as part of a court bundle, we can help firms streamline their data workloads. When combined with our cloud, hardware and software support services, we can support the entire legal process. Greater access to information reduces paper consumption as critical documents for case handling are only printed for case handling – not storage.

SCC's digital services will quickly capture, route, analyse and action information across the back-office workflow. This will help Legal firms by removing cost, improving efficiencies and provide the bandwidth for scale in line with the firms requirements. Utilising a fully managed print service also has the benefit of support sustainability aims through print reduction, the removal of paper waste, power reduction from a centralised environment and smaller footprint from digital storage.

Service Desk

Legal firms can improve quality, speed and price, at which value is delivered to their clients, by utilising Service Desk support provided by SCC. Utilising an external service centre will enable Legal firms to maximise their employee's productivity and efficiency, giving them a competitive edge which is crucial as the Legal services landscape in transforming. With more than 20 years' experience of traditional service desk delivery, our award-winning, ITIL accredited Service Desk provides 24/7 365 days-a-year support, managing three million Service Desk contacts per year, speaking to customers in more than nine different languages.

SCC provides a customised service and streamlines processes, to enhance the end user experience. SCCs Service Desk customer satisfaction rating is above 97%. This is not surprising, given the high first-time fix rate averaging at 75% for incidents resolvable at the Service Desk level and an average answer time of less than 20 seconds.

Regular maintenance and proactive support is tailored to suit the specific technical needs of the Legal sector providing remote advice and handling routine work remotely. Our Service Centre works to the highest professional standards, holding ISO 20000-1 and 9001 certifications. The SCC service promotes the ITIL framework for IT Service Support and Delivery as a sound basis for the delivery of Managed Services solutions. In addition, to protect their IP and proprietary data, which is of paramount importance, our Service Desk processes are accredited to ISO 270001 for Information Security.

Next Generation Service Desk

Legal firms can provide added value by accelerating their digital adoption and transforming their operations to benefit clients. As part of a Legal firm's digital transformation journey, our next generation Service Desk incorporates cloud, automation and robotics. This empowers organisations to work smarter, scale faster, reach new markets, increase productivity and gain a competitive edge.

We aim to blend modern technology with traditional services to ensure that our Legal customers can make use of our services in a manner that suits their culture and the technological awareness of their staff. If any one word would sum up our approach to the delivery of our Next Generation Service it would be 'choice'. We will make available a range of alternative channels and methods of interacting with our Service Desk function including:

- **Telephone** – Via a dedicated Service Desk number which allows SCC to report upon handling performance and route calls to skilled engineers.

- **Virtual Assistant** – SCC's Virtual Assistant can hold conversations with customers and is trained to resolve many IT issues.

- **Portal** – Access via the internet to the ServiceNow portal will allow users to log and track Incidents/Requests and provide access to self-help articles.

- **Email** – Via a dedicated customer Service Desk email address. Contacts are recognised in ServiceNow to allow intelligent routing and logging of requests.

- **Chat** – ServiceNow enables users to engage in 'chat' with a Service Desk analyst.

- **Other Social Media Integrations** – Other social media platforms can be integrated to enable communication with the Service Desk.

Why Service Desk for Legal Firms?

Outside of the workplace user experience is shifting towards online self-service portals, messaging platforms and applications that can complete tasks without the need to interact directly with a human unless it is absolutely necessary. IT departments need to embrace these new support channels, but also continue to meet the needs of less tech savvy digital novices.

Our Next Generation Service Desk can change a Legal firm's Service Desk function from simply being a reactive problem solver to a proactive, cost effective, value enhancing business enabler. As we aim to blend modern technology with traditional services to ensure that you can make use of our services in a manner that suits your organisational culture and technological awareness of your staff. Service Desks can be expensive and resource-intensive to achieve in-house. Using SCC's service centre allows organisations in the Legal sector to deliver the best combination of cost and quality.

They will be able to maximise the productivity and efficiency of their existing operation and maintain the competitive edge so crucial now in how Legal work is delivered.

Our Experience in the Legal Sector

A Magic Circle Law Firm

SCC has been engaged on a highly important strategic initiative by a Magic Circle Law Firm who is looking to transform the way that it works, not only internally, but also how it delivers services to clients, both locally and internationally. The coronavirus pandemic has been the catalyst for major advancements in communication and collaboration technologies and the adoption and acceptance of new ways of working, such as hybrid working. Our customer doesn't just want to implement new technology to support hybrid working but it also wants to drive radical changes that will transform colleagues job satisfaction, performance and delivery of services to clients.

As part of the transformation, the customer, in a few years' time will be moving to brand new premises. The new office will have a significantly smaller floor space and how that space is utilised is expected to be radically different. The law firm plan to use the Project strategy that is being created with SCC as an experimental workspace to test out new and innovative ways of working, that will inform decisions about how to optimally design and fit out the new offices. This Persona testing for each department will help to shape the end strategy of the project.

SCC **Collaboration** has a wealth of experience in workspace and collaboration technology and understands how best to integrate the technology into the workspace so that it becomes 'part of the furniture' and works – simply and reliably. SCC **Collaboration** has worked closely in partnership with the law firm to create an optimal design specification for the AV and Microsoft Teams Rooms for the project. This included the creation of the detailed technical Drawing Pack that is required for the overall fit out main contractor RFP. Working closely with the law firm has allowed SCC **Collaboration** to build a good understanding of the requirements for this important project and deepen our knowledge of the customers overall goals so that we can help them to achieve them.

Mishcon de Reya
It's business. But it's personal.

Law firms are required to manage huge volumes of highly sensitive and confidential data, often having to create multiple stacks of source data, therefore audit trails are critical. Understanding the lifecycle of data and how it moves around the business is also key. SCC understand that Law firms are really put under the microscope and how that level of regulation impacts the day-to-day operations.

Visibility of the potential attack surface to Law Firms is therefore extremely important and as a result Mishcon already had a managed SIEM service in place. The main challenge they faced with their previous provider was around collaboration and visibility into the day-to-day operation of the Security Operations Centre team. An effective managed service should be an extension of the inhouse IT team. In this case it was not. Mishcon referred to their existing SIEM services as just a "black box service" meaning the provider hid behind the SLA's when any "how" questions were asked of them.

SCC understand that customers require that visibility and transparency and our Managed SIEM Service provides the view of what is going on under the hood, with actionable intelligence. It focuses on the IT hygiene efforts in the areas they pose the most risk to our customers. As a Managed Security Service Provider (MSSP) that engages with customers across a range of highly regulated industries, it was standard practice for Mishcon to want to ask detailed questions and understand how SCC's SOC is set up, what our run books look like and how we triage events. No stone was left unturned in their due diligence.

As a Law firm with a Cyber Division (MDR Cyber), SCC had to win over a deeply knowledgeable customer. MDR Cyber specialise in incident response and are helping the customers they work with, plan for a worst-case scenario, a Cyber Breach.

Therefore, we have a customer and subject matter expert that deals with customers in crisis daily and understand why breaches occur.

Throughout the process the SCC SOC continually demonstrated expertise by answering Mishcon's questions in detail and often expanded further to provide a level of assurance to Mishcon, that gave them reassurance that SCC are that future trusted and capable partner Mishcon can build a true value add partnership with.

Mishcon de Reya LLP

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