



Fast Facts

Customer: Biggart Baillie
Web Site: www.biggartbaillie.co.uk
Number of Employees: 100–5,000
Country or Region: United Kingdom
Industry: Professional services—Legal

Customer Profile

Biggart Baillie is one of the leading commercial law firms in Scotland, with expertise in all areas of business. It has clients throughout Scotland, the United Kingdom, and across the world. The firm's ethos is "taking business personally," and client confidence and security are paramount.

Software and Services

- Technologies
 - Microsoft Intelligent Application Gateway 3.6



SAPPHIRE

Security Solution Helps Solicitors Access Client Data Securely from Any Location

"Microsoft IAG is a great success. Users have more freedom to access data from anywhere. Security technology is no longer a barrier between solicitors and their ability to work productively."

Angus MacKenzie, Director of IT and Facilities, Biggart Baillie

Business Needs

Commercial law firm Biggart Baillie places great importance on the relationship it has with its clients. The firm works hard to ensure sensitive client information is never compromised. But, until recently, a cumbersome remote access system made it hard for solicitors to access data, such as client case notes, while away from the office.

Biggart Baillie required a security solution that:

- Eliminated the need to install security software on portable computers.
- Gave employees safe, permissions-based access to client information.
- Helped solicitors react to client situations from any location, at any time.

Solution

Working with Microsoft® Gold Certified Partner Sapphire, Biggart Baillie deployed the Microsoft Intelligent Application Gateway (IAG) 3.6 to support remote employees. Part of the Microsoft Forefront™ line of business-security products, IAG 3.6 provides a secure, remote-access gateway to applications and files. The 130 solicitors can now securely access client information from their portable computers. The solution:

- Gives users similar rights to the office environment through a simple logon.
- Identifies a computer's virus protection status and grants the relevant access.
- Provides controlled access to telephone and hardware support companies so they can monitor equipment 24-hours a day.

Benefits

- Solicitors can react to client situations at any time, and can deal with new developments immediately.
- Security is automatic when the user connects through a browser, saving time.
- Solicitors can respond to e-mail messages from any location, instead of having to return to the office.
- Users can divide their time between home and the office, helping to improve their work/life balance.
- The solution is easy to administer and reduces the number of helpdesk calls.
- Time previously spent travelling to and from the office can now be spent working on cases, helping to cut costs and boost revenue.
- Solicitors can provide a more professional service by accessing information directly from their clients' premises, and by providing clients with on-the-spot status updates.

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