



LEGAL

CASE STUDY

Osborne Clarke Partners With Absolute to Provide Fee Earners and Partners With a Seamless User Experience and Secure Remote Access

Law Firm Osborne Clarke Addresses Visibility and Connectivity Issues With Absolute Secure Access to Meet the Requirements of Its Clients and Staff

absolute.com



Osborne Clarke is an award-winning international legal practice with offices situated around Europe, Asia, and the USA. The firm boasts over 270 partners and over 900 lawyers in 25 locations.

ABSOLUTE



As an IT team, we used to support 25 offices globally. With the shift to remote working due to the pandemic, we're now effectively supporting 2,000 offices globally. Absolute Insights™ for Network, which is part of the Absolute Secure Access offering is the perfect tool for us, as now we know exactly what's going on. The tool gives us instantly real insight into the overall user experience.

MYLES MANNING,
CLIENT INTERFACE AND SOLUTIONS
MANAGER, OSBORNE CLARKE

THE STORY

Address Visibility and Connection Issues

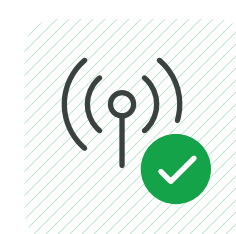
Growing pains were creating a challenge for Osborne Clarke. In a short period of time, the law firm rapidly scaled internationally and enabled all employees with laptops through their agile IT strategy and 'Connected Working Policy'. Like many other firms, Osborne Clarke experienced various connectivity difficulties with fee earners traveling, working remotely, commuting, and visiting clients. The firm's IT team attempted to enable fee earners to use this time as if they were still in the office. However, factoring in unreliable connectivity and variable network conditions outside the office environment made this a growing problem.

For Osborne Clarke's IT team, deeper visibility into how apps, networks, and devices were being utilized and performed whilst in or out of the office was required. This would ensure that issues could be identified quickly and reduce the amount of service desk tickets being raised.

SECURITY CHALLENGES



REAL-TIME
INSIGHTS



ALWAYS-ON
CONNECTIVITY



IMPROVED USER
EXPERIENCE



THE SOLUTIONS

How They Did It

Ensure Remote Workers Stay Connected

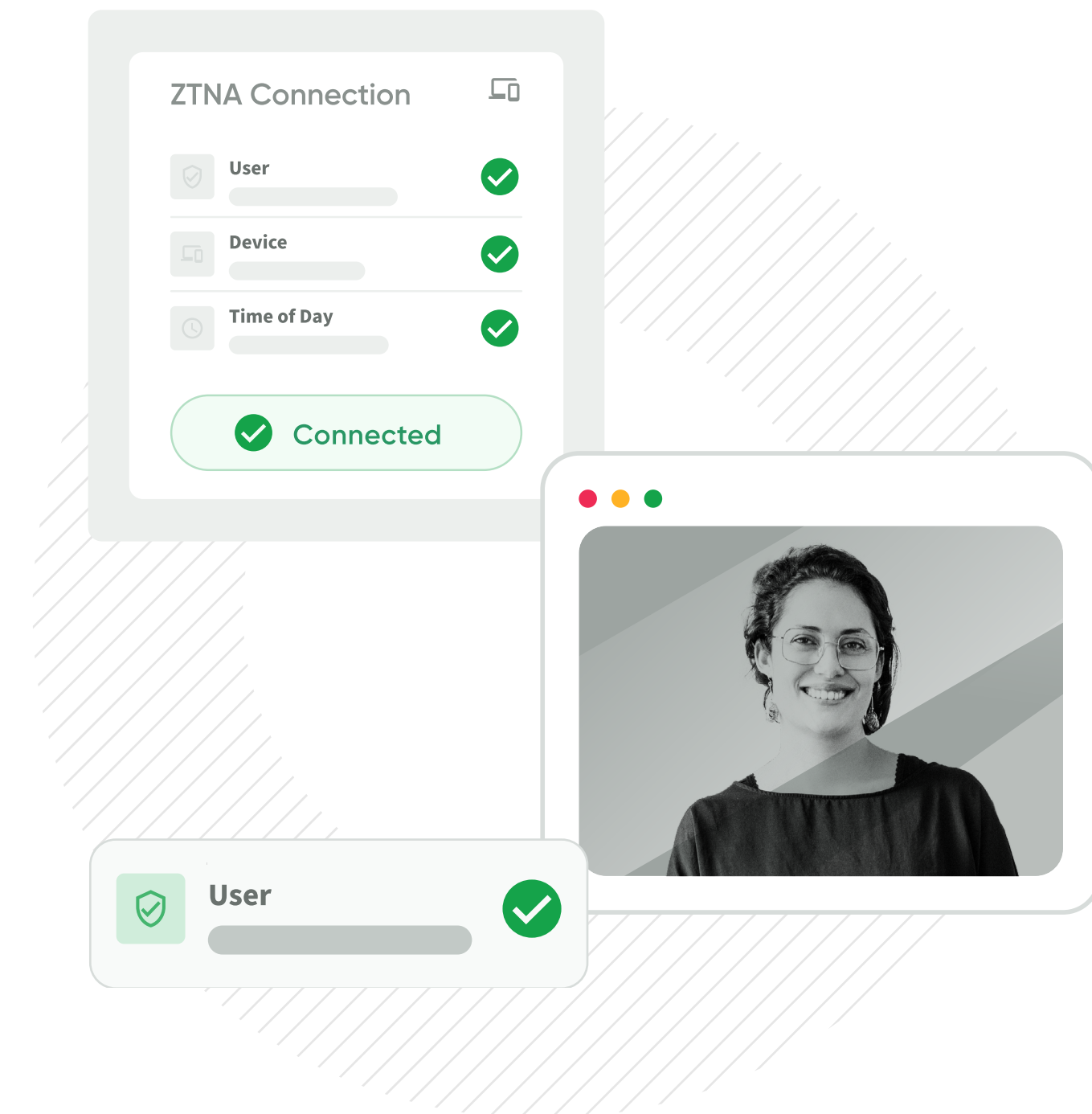
As Osborne Clarke replaced its existing legacy VPN tool, which struggled to meet these new demands, the simple-to-manage Absolute Secure Access solution (including both best-in-class optimized secure tunnel and Zero Trust Network Access capabilities) gave fee earners a completely secure environment to access company resources. This also allowed users to avoid application timeouts and re-authentication whenever connections dropped or switched.

Optimized Video Application Traffic

Osborne Clarke also faced a number of challenges around accessing corporate resources, including its video conference solution. The Absolute Secure Access policy engine enabled the firm to shape network traffic to help balance security measures with a seamless user experience for its remote workers. Using the solution's granular split-tunneling capability, the firm is now able to secure, monitor, and control traffic flowing both inside and outside the optimized tunnel. This is helping them transition to the cloud in a flexible manner as they split more cloud traffic out of the tunnel.

Real-Time Insights Into Connection Performance

In addition, Absolute Secure Access includes digital monitoring capabilities, which keep a comprehensive record of connections and connection failures, with detailed reasonings for any issues impacting remote workers. Osborne Clarke can now proactively and efficiently identify, diagnose, and fix issues related to remote working, decreasing the mean time to resolution for support desk teams and reducing downtime for employees.





THE RESULTS

Providing a Persistent Connection for the Remote Workforce

Absolute Secure Access now plays a pivotal role in Osborne Clarke's security and connectivity stack as the firm continues to make the shift to meet the demands of the remote workforce. Absolute Secure Access provides an encrypted, persistent connection for fee earners and senior partners to ensure they have the same reliable in-office experience anywhere they choose to work. For Osborne Clarke, Absolute Secure Access:

- ✓ Ensures remote workers stay connected to their devices and applications
- ✓ Allows support teams to proactively identify, diagnose, and remediate remote working issues impacting fee earners
- ✓ Provides real-time insight into performance and utilization of technology being used outside the office environment
- ✓ Provides an always-on connectivity using tunnel and session resilience, allowing users to have a seamless and office-like experience wherever they choose to work
- ✓ Optimizes video and audio application traffic and improves end user experience on video conferencing tools
- ✓ Ensures an improved user experience while working remotely with a powerful policy engine to automatically prioritize, visualize, and shape traffic (inside and outside the tunnel)



ABSOLUTE[®]

Absolute Software makes security **work**. We empower mission-critical performance with advanced cyber resilience. Embedded in more than 600 million devices, our cyber resilience platform delivers endpoint-to-network access security coverage, ensures automated security compliance, and enables operational continuity. Nearly 21,000 global customers trust Absolute to protect enterprise assets, fortify security and business applications, and provide a frictionless, always-on user experience.

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