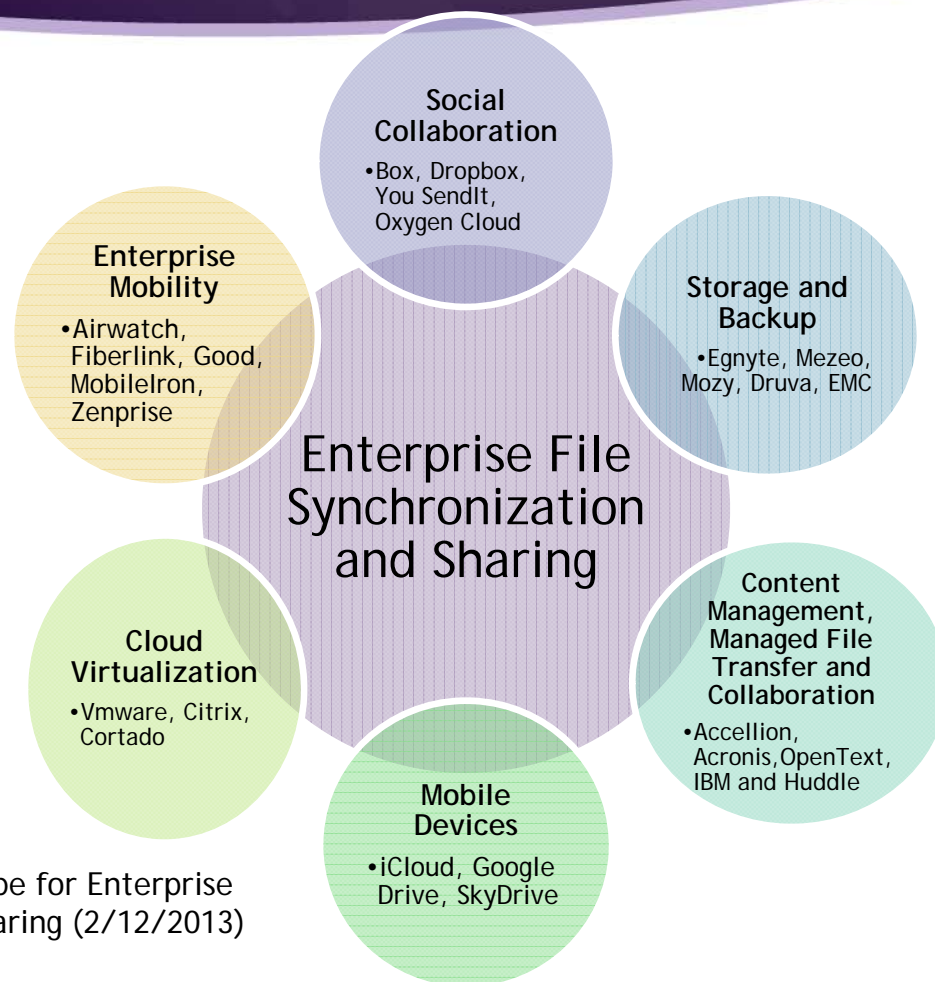


# Dropbox, Box, Biscom etc...Vendors Galore! How to Choose Secure File Delivery

ITLA Session 8/22/2013 1:30 p.m.  
Hashtag #DASPG5

# A Crowded Space With Many Players



Gartner Report - MarketScope for Enterprise File Synchronization and Sharing (2/12/2013)

# Speaker Introduction

- ◆ David Michel - Chief Information Officer
  - ◆ Burr Forman - 285 attorneys, 9 Offices
- ◆ Steven Shock - Chief Information Officer
  - ◆ Irell & Manella LLP - 180 Attorneys, 2 Offices
- ◆ Kevin Sullivan - Director of Technology
  - ◆ Cohen & Grigsby, PC - 135 attorneys, 3 offices
- ◆ Tom Bennett - Manager of Information Technology
  - ◆ Thompson Coburn - 330 attorneys, 4 Offices

# Hightail

David Michel  
Burr Forman

# Hightail

- ◆ Currently use Hightail, formerly known as YouSendIt
- ◆ FTP and RMFT (limited use)
- ◆ Security w/ helpdesk having to setup and secure sites, data never deleted, duplicated data but still required backup, completely manual process, not easy to setup, maintain or use, etc...
- ◆ Security Concerns
- ◆ Block all cloud storage providers by default and only allow as exceptions for client requests. Also looking at the Skyhigh Network offering to see how much cloud storage usage we actually have
- ◆ Solutions Reviewed
  - ◆ Dropbox, Box, ShareFile, RMFT & Accellion

# Key Factors

- ◆ SaaS vs. On-Premise
- ◆ Security and Access Controls
- ◆ Auditing & Tracking
- ◆ Outlook Integration
- ◆ Options for Sending Files & Entire Folders
- ◆ Centralized Control of Default User Policies
- ◆ Ease of implementation/configuration & AD integration
- ◆ Ease of installation
- ◆ Ease of Admin Usage, Reporting, etc..
- ◆ Ease of Use for End Users
- ◆ Integration w/ SharePoint, Mobile Apps, Mac support and Folder Syncing  
now Critical Components & Looking Closely at SSO w/ SAML

# Implementation

- ◆ AD Sync via SSL on Existing Server
- ◆ Central Default Policies Setup via Admin Account
- ◆ All PC software pushed out via GPO/SCCM
- ◆ iOS Apps now Distributed via Burr's MDM App Store

# Challenges & Concerns

- ◆ A Few Challenges At First
  - ◆ Users Had To Enter Password Multiple Times to Logon YSI Website
  - ◆ Outlook 2003 Crashed When YSI Plug-In Enabled
  - ◆ Users Not Reading Important Email from IT Before Go-Live
- ◆ No Significant Ongoing Security Concerns
- ◆ But never say never when it comes to security



# Hightail

## About Hightail

- Founded 2004 as YouSendIt
- 40+ million users
- 98% Fortune 500
- Used in over 190 countries
- 50+% annual growth



J.CREW



BURR FORMAN LLP  
results matter

Wieden  
Kennedy+

ABSOLUT  
Country of Sweden  
VODKA

JWT  
J Walter Thompson



THE CLOROX COMPANY

PING

Rockwell  
Automation

sesameworkshop.

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NIXON PEABODY

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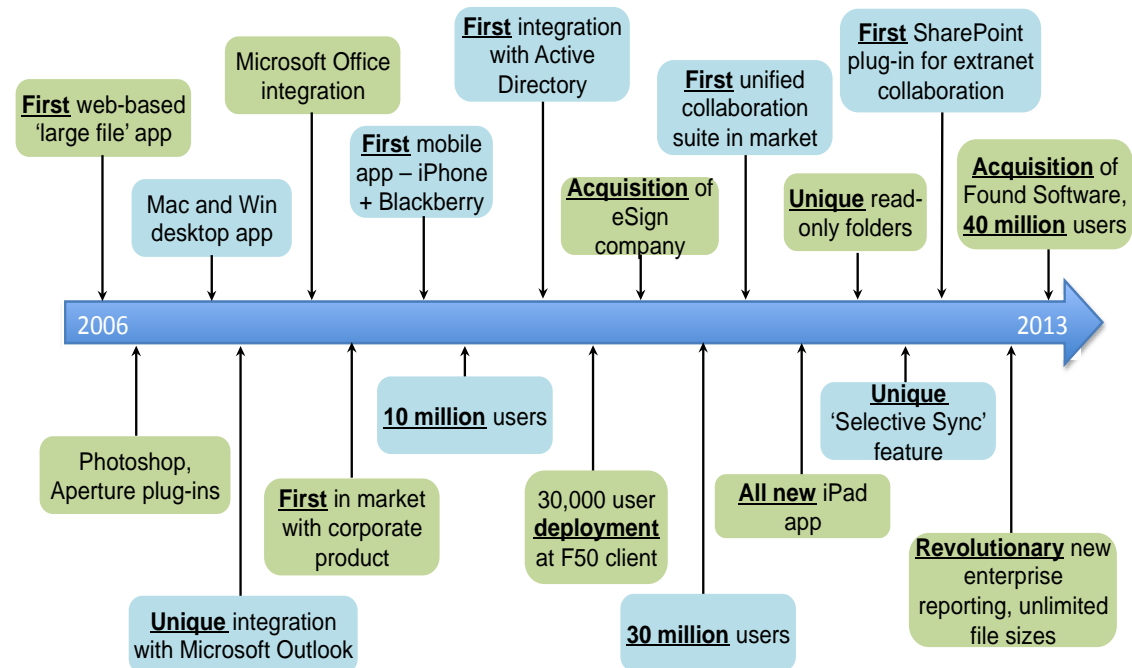
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LIONSGATE

HIGHTAIL

# HighTail

## A Culture of Continuous Innovation



# HighTail



## Lawyers can:

- Enforce the highest security standards
- Annotate and sign documents with a touchscreen
- Control and manage access to their documents

# Workshare Platform

Steven Shock  
Irell & Manella LLP

# Workshare Platform

- ◆ About Irell
  - ◆ 180 Attorneys
  - ◆ 420 Users
  - ◆ 2 Offices
- ◆ Primary Practice Area - IP Litigation
- ◆ Shared content
- ◆ “No” is not in our vocabulary

# Why WorkShare Platform?

- ◆ Other Providers...
- ◆ Security
- ◆ Ease of Sharing
- ◆ Collaborative Tools
- ◆ Portable Content

# Use Case and Pilot

- ◆ I need to take a collection of files
- ◆ I need to collaborate with an expert
  - ◆ One file
  - ◆ Compare
  - ◆ Comments
- ◆ Disaster Recovery and Business Continuity

# OwnCloud with Box

Kevin Sullivan  
Cohen & Grigsby, PC



# Initial Needs Assessment

- ◆ Platform Independent
- ◆ Inexpensive
- ◆ Low Support

# Candidates

- ◆ DropBox
- ◆ Box
- ◆ SkyDrive
- ◆ Others...

# Issues

- ◆ Security
- ◆ Tracking
- ◆ Fracturing

# Unifying Solution?

- ◆ OwnCloud w/Box

# Initial Testing

- ◆ OwnCloud on Local Server
- ◆ Box Integration
- ◆ Works Well
- ◆ No Encryption

# OwnCloud v5

- ◆ Adds Encryption
- ◆ Removes Box Integration
- ◆ New App - Very Easy to Use

# Legal Vendors Respond

- ◆ iManage
- ◆ Litera
- ◆ Workshare
- ◆ Others

# Current Project Status

- ◆ iManage - Strong Contender
- ◆ Litera - Possible Candidate
- ◆ Workshare - Possible Candidate



# Box

Tom Bennett  
Thompson Coburn

# Prior World

- ◆ Extranet developed and managed in-house
  - ◆ Required involvement from IS dept
- ◆ Requests for large/complex file transfers came at all hours of the day
- ◆ USB drives used to move files
- ◆ Growing “underground” use of Dropbox

# Evaluation

- ◆ Evaluated:
  - ◆ Accellion
  - ◆ Biscom
  - ◆ Box
  - ◆ Citrix ShareFile
- ◆ We knew there was a good chance SharePoint would be our long-term solution
- ◆ Anticipated using the “interim” product for a year

# Evaluation

- ◆ Selection criteria:
  - ◆ Convenience and ease-of-use
  - ◆ Hosted: we did not want an on-prem appliance
  - ◆ Security: encryption in transit and at rest
  - ◆ Cost
  - ◆ Exit strategy

# Selection: BOX

- ◆ Met our criteria, including ease of use
- ◆ We rolled to our Help Desk, Lit Support and one Admin
- ◆ Several attorneys have accounts as well
- ◆ Do not allow Box Sync installation in our network
- ◆ Integrates nicely with some apps (GoodReader)
- ◆ Others we wish it would integrate with (TrialPad)

# Strengths

- ◆ Works well for the limited role we targeted
- ◆ Very intuitive, particularly for self-starters
- ◆ Good customer support
- ◆ Administration is simple
- ◆ Word of mouth has increased demand
  - ◆ We have had to manage accounts to stay within our subscription amounts. Several people “need” an account but don’t wind up using it for long

# Limitations

- ◆ Must use a subscription for every TC user
  - ◆ No capability to make someone only a “viewer”
- ◆ Unsuccessful setting up WebDAV to use TrialPad
- ◆ Cost will be an issue with a large amount of users

# Other Factors

- ◆ We do not block Dropbox as clients may use it
- ◆ Longer we use Box, the less we will be motivated to move to something else
- ◆ Provide training/cheat sheets for your users
  - ◆ Security
  - ◆ Setting up hosts



# Questions?