Tools for Transferring Large and Risky Files

ILTA 2010

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Agenda

- Introduction
- Questions for the Audience
- Current State of Affairs
- Solutions
- Delivering Solutions
- Insights from the Inside (Practical Considerations)
- Case Studies

Questions

1. What tool do your users use most frequently to transfer documents to external parties (pick one)?

    a) Email

    b) FTP

    c) Secure alternative to FTP

    d) Extranets

    e) VPN

2. What tools does your firm make available to your users (pick as many as apply)?

a) Email

b) FTP

c) Secure alternative to FTP

d) Extranets

e) VPN

3. What are the driving factors that your firm faces with respect to offering more document transfer options (choose as many as apply)?

    a.   Documents are too large for email systems

    b.   Clients are asking for alternatives to email

    c.   Security concerns due to HIPAA, HITECH Act and other legislation.

    d.   Workflow and collaboration needs of various transactions or cases require more sophisticated tools.

Current State of Affairs

- Email is the standard tool for document transfer between attorneys and clients

    - Security Considerations
    - File Size Limitations
    - Relies on client organization of files

- Legislation is forcing law firms and clients to take more steps to protect electronic communications

    - HIPAA and HITECH Act
    - Financial information
    - State legislation

Solutions

1. FTP
2. Secure Alternatives to FTP
3. VPN Solutions
4. Extranets

Delivering a Solution

- Making the Decision . . .
  - Build
  - Buy
  - Borrow
  - Focus on where your value is (where to put your resources)
  - Beware hidden costs of some solutions
    - Hardware and software costs
    - Development costs
    - How much IT time will be required to manage and support this?
    - What about new features

Insider Insights

- Clients have their own document transfer tools
- Assess and understand needs of client and law firm to identify best tool
- Leverage paralegals to effectuate change
- Start simple and highlight benefits in terms of communication and workflow
- Provide ongoing training and education

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Common FTP Complaints

- Slow

- Lack of security controls

- Inability to search

- No auto-generated index

- Inability to track new items added to the site

- Inability to access multiple sites through single logon

- No reporting

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Advocating an Alternative

- Can be complicated. . . .
  - Client could be wedded to tool
  - Client might have allocated time, money and/or resources to tool
  - Client might not understand why an alternative is better

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Case Study One

- Simple document repository
- Client needed co-counsel in multiple states to have limited access to large documents
- Integration with DMS

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Case Study Two

- Due diligence document repository

- Challenges

  - Client had their own FTP tool

  - Attorney had to convince client that our tool was better

  - Client wants to control content on extranet sites

    - Operate out of a different mentality – FTP world

    - Constant training and education

    - Don't understand how to leverage extranet features

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Case Study Three

- Land development tool
  - Client team used an FTP site and email to exchange documents
  - Wanted to track and collaborate on landowner developments
- Challenges
  - FTP site was slow and did not allow for collaboration in real time
  - Paralegal listened to client's needs and offered a solution
  - Client wanted a sophisticated solution

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Case Study Four

- Lease management tool
  - Data was being maintained by large excel spreadsheet and hard copy
  - Abstracted lease info into a database
  - Benefits
    - Allows us to answer questions immediately
    - Able to scale the info in the database for multiple purposes

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Thank You

Questions?