

# Law Firm Reduces Time and Resources Needed to Securely Transfer Big Files with OpenText

OpenText™ Secure MFT helps Sutts, Strosberg LLP to quickly and easily send critical legal documents anywhere and anytime

Sutts, Strosberg LLP, a law firm based in Windsor and Toronto, is nationally recognized for their excellence in class-action litigation. Their lawyers have represented groups or classes of individuals in every province and territory, and in every level of court, tackling tough issues such as antitrust, consumer protection, securities, fraud, negligence and breach of contract class action suits.

Sutts, Strosberg LLP needed a solution that allowed staff to send critical client files, often of monumental sizes and difficult to transfer, at any time of the day. The firm needed an on-premises and user-friendly file transfer system that did not rely on IT and could guarantee the security of their confidential legal documents. To help them meet their file transfer needs, Sutts, Strosberg LLP chose OpenText™ Secure MFT to send documents stored in their existing OpenText™ Document Management, eDOCS Edition (eDOCS DM) system.

## Less Reliance on IT

As a firm with global clients, Sutts, Strosberg LLP often needs to send large files outside of traditional working hours to keep up with the constant demands of their cases. Prior to finding a solution, the technical staff of the firm were required to be on-call and available to assist with the transfer of often huge and very sensitive documents that regular email could not handle. It was important that the firm find a solution which enabled the lawyers to quickly and easily send large documents on their own, without relying on IT.

"We wanted our lawyers and our staff to be able to transfer documents by themselves quickly in a safe and secure manner, whatever the time of day, and be able to confidently trace their deliverability," said David Robins, Partner at Sutts, Strosberg LLP. "Secure MFT has allowed us to free up our technical staff. Instead of relying on IT every time we need to send a large file, employees can do it themselves, without IT intervention," he adds.

## INDUSTRY

Legal

## CUSTOMER

Sutts, Strosberg LLP

## CHALLENGES

- Securely protecting confidential client information during file transfers
- Inability to send large files directly from email, without IT intervention
- Reliant on IT for managing file transfers

## SOLUTION

- OpenText™ Secure MFT
- OpenText™ Document Management, eDOCS Edition (eDOCS DM)

## BENEFITS

- Seamlessly integrates with Microsoft Outlook
- Staff empowered to send big files safely and securely at anytime from anywhere
- Improves efficiencies and collaboration of team
- Encrypt, authenticate and audit transferred documents

***“OpenText Secure MFT is so easy to use that anyone can send files of all sizes directly from Microsoft Outlook without interruption. It makes them more productive than ever.”***

DAVID ROBINS, PARTNER AT SUTTS, STROSBERG LLP

### **Seamless Integration with Microsoft® Outlook® and OpenText eDOCS DM**

Sutts, Strosberg LLP chose Secure MFT because it empowered staff to take file exchange into their own hands by using tools that they are already familiar with. The staff can access files from their existing document management system, eDOCS DM, and send the files via Secure MFT using the integration with Outlook.

“Secure MFT is so easy to use that anyone can send files of all sizes directly from Microsoft Outlook without interruption. It makes them more productive than ever,” explains Robins.

What was also important is the ability to send large files securely without concern for data breaches or breaking client confidentiality. After every transfer, Secure MFT provides delivery confirmation to prove that files have been sent and recipients have downloaded those files. With its ability to offload files over a designated size from the email server to Secure MFT, email file size limits quickly became a thing of the past.

### **Successful Testing and Deployment**

After installation, the IT department tested Secure MFT over a six week period with a handful of users before deploying the solution firm-wide. After successfully transferring files internally, they sent files to their personal email addresses to be downloaded at home. They also had the testers create Secure MFT accounts to send files from their home computers back to the office to be downloaded. The extensive tests for security and speed of the file transfers proved to be quite successful. “We tested several different sizes of files. We went pretty big – up to 60MB or bigger and speed was never an issue. It was a positive test for all involved,” recounts Robins.

In order to help make the adoption of Secure MFT as broad as possible across the firm, the IT department at Sutts, Strosberg LLP worked closely with OpenText to customize the solution to best fit their needs. “The OpenText support staff was excellent at everything. The response time to a normal priority issue was within two hours and they persistently tried to reach us by phone or by email. They were extremely helpful,” said Robins.

“We used to have to have a third-party expert help us with upgrades and customizations of other software solutions because those solutions were just a little bit beyond us. OpenText Secure MFT is so easy to configure and manage that OpenText can now walk our guys through everything. That’s a great benefit for us as a firm,” adds Robins.

### **Ease of Use Promotes Adoption**

Adoption of a new process can be slow in any organization, but Secure MFT is already helping reduce the burden on the IT department and enabling the users within the firm. “The response has been positive. They realize how simple it is, and that they can do it themselves. They don’t need to bug IT,” remarked Robins. “We had a couple instances where staff would go to IT and say, ‘Can you send this file for us?’ and now the answer from IT is, ‘No. You can do it yourself by using Secure MFT.’ And they can because it’s that easy!” said Robins.

By implementing Secure MFT, the firm has been able to collaborate with greater ease. They can now quickly and securely send their critical case files whenever and wherever they need to without being bogged down in delays waiting for IT assistance. “From a value point of view, it frees our technical staff to do other things. Secure MFT also helps the users to communicate better during anytime of the day, so that saves the firm time and therefore money,” concludes Robins.

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NORTH AMERICA +1 800 304 2727 • EUROPE +31 (0)23 565 2333 • AFRICA, MIDDLE EAST +971 4 390 0281  
JAPAN +81-3-5472-5273 • CHINA +86 21 28909063 • HONG KONG +852 2824 8223 • AUSTRALIA +61 2 9026 3480