Dowling Aaron Incorporated Deploys BYOD and Stays Secure with AirWatch

The Client

Located in California and home to more than 50 attorneys, Dowling Aaron is a full service law firm. The fear of an attorney leaving a tablet on a plane and not having the ability to safeguard information created the need to research MDM providers that could provide remote wipe and password protection on devices. Darin Adcock, IT director at Dowling Aaron, explains, “We knew we needed device oversight as more people started doing work on their tablets, and AirWatch fit the bill for mobile security.”

AirWatch® by VMware® provides email, calendar and contacts via ActiveSync to Dowling Aaron, which allows attorneys access to corporate information on their mobile devices. Dowling Aaron opted for a bring your own device (BYOD) plan for the attorneys, allowing people to work on the device that makes them most comfortable (including Android™, Apple® iOS and Windows Phone 7-8®). “The firm really appreciates that AirWatch provides a BYOD model. It has actually saved us about $20,000 since we did not have to purchase corporate devices. Since attorneys are using their preferred device type, I’ve seen increased efficiency and productivity,” explains Adcock.

The Challenge

For anyone in a legal profession, safeguarding client information is of paramount importance. Attorney-client privilege implies confidential disclosure for both parties. With the advent of online communication and mobile technology, risks associated with data leaks and data hacking must be addressed. Law firms must keep up with stringent data protection protocols to earn the trust of their clients and prospective clients. Dowling Aaron Incorporated understands the need for data security that comes with attorneys using tablets and smartphones to conduct business. While tablets and smartphones create a more efficient workflow, they must be managed so that all client and case information stays private. Dowling Aaron needed to manage the firm’s mobile devices to ensure that all communications and client information stayed confidential and protected.
The Solution

More than anything, mobile access helps attorneys better serve the client. “Attorneys know they can work securely when they are at depositions and trials. Our ability to quickly email a client while mobile really helps the attorney better serve the client,” says Adcock. AirWatch makes Dowling Aaron’s clients feel safe. Some attorneys choose to share with clients the fact that they use AirWatch for mobile device management and mobile security. “It gives the clients a sense of security to know we are focused on them and their confidentiality. We are keeping their information safe,” he continues.

Tablets and mobile phones with client information now replace the briefcase containing these documents. “We had an attorney that was at a funeral and someone broke into his car and stole his smartphone. I was able to do a remote wipe as soon as the attorney told me about the incident. With this protocol in place, we are able to keep content secure no matter what the situation,” explains Adcock.

Adcock can no longer do without the remote wipe and password protection that AirWatch provides. He also values the compliance rules to know whether a device is safe. “We can’t put a price on the savings for Dowling Aaron. If a device is lost in the field, and we lose client information, there is no way to calculate that loss. If we don’t have client trust, our firm is crippled,” he explains. Between the security for BYOD and safe service to clients, AirWatch plays an integral part in the firm’s day-to-day business. “Without AirWatch, we would not be able to operate on this level. It’s critical to our business,” concludes Adcock.

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– Darin Adcock
IT Director
Dowling Aaron, Inc.