



HARMON LAW OFFICES, P.C.

vxAG CASE STUDY

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Law firm leverages Array virtual SSL VPN to provide secure remote access for remote and off-site employees, assuring security of confidential data and continuous connectivity to meet critical timelines.

Background

Headquartered near Boston, Harmon Law Offices, P.C., has specialized in real estate-related litigation and legal services for nearly 30 years. The firm serves the states of Massachusetts, New Hampshire and Rhode Island, and has built a reputation upon its expertise, technological infrastructure and experience. Primary clients include banks and other lending institutions as well as landlords and other creditors.

Harmon Law Offices has about 300 employees, some of whom work full-time from home or remote offices, and a number of them are located out of state. Many of the firm's clients are out of state as well, which necessitates that attorneys, programmers and other staff maintain availability across time zones, and on days that are locally but not nationally recognized as holidays.

Industry

Legal

Challenges

Provide 24x7x365 secure remote access for attorneys, programmers and other employees

Deliver secure access to highly confidential files and data, without data leaving the network

Support surges in access due to weather events and disasters

Reduce overall OpEx through reduction in power consumption

Solution

Two Array vxAG virtual secure access gateways, with DesktopDirect and ABC licenses

Benefits

DesktopDirect ensures data never leaves the corporate network, and never resides upon a remote or mobile device

ABC licenses ensure continued connectivity in the event of a business-disruptive event

vxAG virtual secure access gateways provide the flexibility and cost-savings of a virtual environment while avoiding a single point of failure

Challenges

Like many legal firms, Harmon Law Offices viewed their technological infrastructure as a key differentiator for their practice. In order to serve their clients in the best possible manner, three key areas must be addressed.

Client data needs to remain secure, even when accessed by employees that are not on the local area network. Ideally, remote or offsite employees would be able to access their familiar in-office desktop, but data would not leave the network and thus would remain secure.

Employees need to be able to access the network, despite major weather events or disasters that make getting to the office difficult if not impossible. Many of the firm's bank clients also require, as a condition of retaining the firm, a disaster recovery mechanism to ensure employee connectivity.

In addition, operating expenses for the firm's data center operations must be held in check, especially in regard to power usage. And, in support of the first two goals, it is imperative to avoid a single point of failure that impedes secure, continuous access by employees.

To meet those needs, the firm had been using Array Networks' SPX2800 physical secure access gateways for about four years; however certain of the software clients for user devices were reaching end of life.

Solution and Results

Drew Womack, IT manager for Harmon Law Offices, decided the time was right to upgrade to Array's vxAG virtual secure access gateways, thus virtualizing the firm's secure access, connectivity and business continuity infrastructure. "It is imperative to our business," he noted. "Our employees have to be connected," in order to

provide the level of service that the firm's clients have come to expect.

The vxAG virtual secure access gateways, running on virtual machines, offer relatively low power consumption, an important point for the firm. In addition, by deploying a pair of vxAG gateways, a single point of failure could be avoided.

"Secure access is imperative to our business. Our employees have to be connected, and data must be secure."

**Drew Womack, IT Manager
Harmon Law Offices, P.C.**

In addition, the vxAG virtual gateways support two key modules that the firm had relied upon while using the SPX Series gateway: DesktopDirect remote desktop access, and Array Business Continuity (ABC) licenses.

DesktopDirect allows attorneys, programmers and other employees to access their work PCs and laptops from any location, just as if they were in the office. This type of secure remote access differs from traditional VPN access in that sensitive files and data never leave the law firm's network, and never reside on the remote or mobile device – thus assuring security of the files and data.

Array's DesktopDirect includes innovative features such as user self-registration, which allows employees to enroll their personal mobile devices quickly and easily, and wake-on-LAN, which allows users to access their office-based PCs or laptops even if the devices have been shut down.

ABC licenses provide 'surge' contingency capacity to accommodate additional users

in the event of a major snowstorm or other business-disruptive occurrence. The licenses are automatically activated when usage exceeds the base concurrent user license to accommodate increased usage in such events.

Noted Womack, "We haven't used the licenses more than once or twice, but it is peace of mind to know it's there if we need it." In addition, the ABC licenses meet clients' requirements for continued service in an emergency.

Benefits

Array's vxAG virtual secure access gateways provide Harmon Law Offices with the flexibility and cost-savings of a virtual environment while avoiding a single point of failure. Client data is secured through the vxAG's SSL VPN and

DesktopDirect, which ensures that data does not leave the corporate network, and never resides upon a remote or mobile device. In addition, ABC licenses ensure continued connectivity in the event of a business-disruptive event.

Summary

Array's vxAG virtual gateways are a vital component in Harmon Law Offices' technology infrastructure, helping the law firm meet the exacting needs of its clients and the demanding schedules of the courts, while maintaining confidentiality and security of files and data and ensuring connectivity for local and remote staff regardless of weather events and other business disruptions.

