iManage
Making knowledge work

CLOUD SECURITY & PERFORMANCE IN LAW FIRMS

TURN SKEPTICS INTO SUPPORTERS

CONTENTS

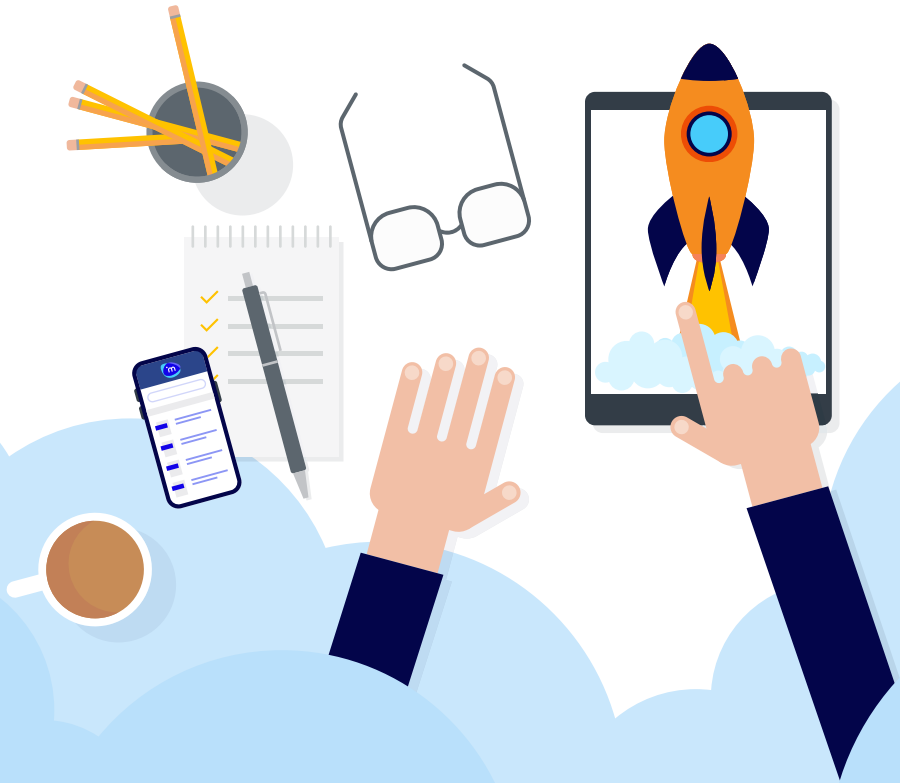
As law firms move more core functions to the cloud, it's clear that they gain many advantages. However, if you're advocating a move to the cloud and meeting internal resistance, a list of benefits may not be enough to counter objections. This is especially true when it comes to security and performance. To persuade your firm's decision-makers, you'll need to be prepared to answer questions like:

How will we protect our firm from ransomware and cyberattacks?

How do we safely control access to data, documents, and other information in the cloud without inviting threats to follow?

How do we ensure our software applications perform at their maximum potential, even during peak loads?

Your peers share similar concerns. We dive into answers below where you'll also find key takeaways that can help you respond to questions surrounding security and performance. Learn how to develop a comprehensive approach to safeguarding information from inside and outside threats while meeting governance and compliance requirements and achieving optimal performance.



HOW DO WE MAXIMIZE CLOUD AVAILABILITY AND PERFORMANCE?

iManage Cloud uptime and business continuity

KEY TAKEAWAY: Distinct in the industry, iManage provides a fully optimized cloud-native architecture, sophisticated APIs, and high-performance tools for best-in-class speed, availability, and usability, ensuring your firm operates at peak efficiency 24/7.

Periodic system shutdowns for upgrades and maintenance are not necessary as iManage Cloud provides the most advanced cloud architecture for:

- **Zero downtime** with continuous integration, delivery, and deployments to meet the changing demands of your modern law firm
- **Consistently reliable uptime** — even during an entire data center outage — through discrete physical data centers with independent power, cooling, and networking
- **Business continuity and timely service recovery** through proven, defined recovery processes, in the unlikely event of a catastrophic disaster

Cloud-native advantages of iManage Cloud

KEY TAKEAWAY: Running software-as-a-service (SaaS) applications in a cloud-native environment such as iManage Cloud allows you to fully leverage their features and benefits while reducing capital and operational costs.

Rather than simply moving your existing software to a new location, you optimize users' ability to truly leverage the latest software advancements and gain:

Scalability + Reliability

Meet surges in demand without negatively impacting speed and performance. Your cloud is fast, reliable, and always available, regardless of how many users access it simultaneously.

Flexibility + Security

Deploy applications more efficiently using containers to increase responsiveness, flexibility, and agility. Containerization also isolates apps so even if one app is compromised, it can't affect others.

Uptime + Customization

Gain consistent uptime on a customizable platform where you can tailor services to specific legal workflow and collaboration needs, as each microservice is deployed with an autonomous lifecycle.

Robustness + Confidence

Operational services such as ancillary resources, data stores, message brokers, and monitoring help ensure your cloud is always available and performing optimally.

Agility + Consistency

Experience enhanced performance and agility as patches and updates are automatically applied across the entire platform, resulting in consistent and repeatable deployments.

HOW DO WE PROTECT OUR FIRM FROM RANSOMWARE AND CYBERATTACKS?

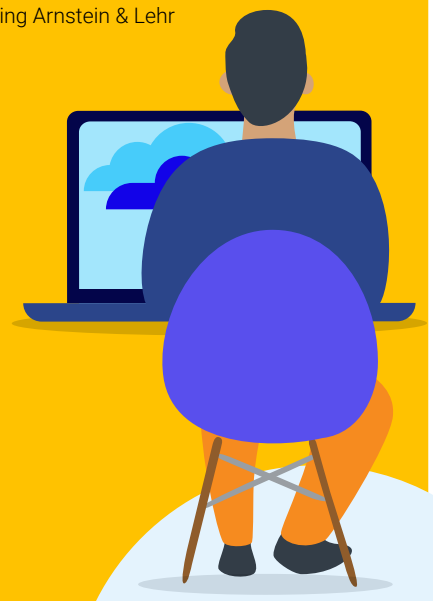
Complementary protections

KEY TAKEAWAY: Protect your firm from ransomware and cyberattacks while benefiting from the ongoing security and performance investments in iManage Cloud. Multiple features perform complementary functions, several overlap, and many enhance all three areas of cybersecurity, data protection, and performance.

Also empower lawyers and staff to comply with fast-evolving security policies and protocols without requiring them to become security specialists or interfering with their day-to-day work. At the same time, reduce the workloads of IT, compliance, and risk teams.

We were able to transition a backend system from on-prem to cloud without users being aware of the change, which was critical to a smooth transition.

Todd Corham
Chief Information Officer,
Saul Ewing Arnstein & Lehr



Industry-leading security certifications

KEY TAKEAWAY: iManage has achieved the highest levels of security certifications to protect your firm with the latest industry-leading security practices. You can confidently meet clients' growing security requirements and easily demonstrate compliance.

The ABA reports, "Moving to the cloud can make a law firm's data much more secure than it is today" – while also pointing out that lower-cost, generic cloud providers often fail to meet the stringent security standards required for law firms.

In contrast, iManage continuously maintains the cloud industry's most rigorous security certifications and supports the most advanced encryption standards.

Some providers rely on their cloud provider's security certifications rather than going through the rigor of auditing their own software and security policies and practices. While it's fair to say that Azure has nearly all the certifications, iManage has also undertaken the time and expense of achieving critical security certifications, including SOC2, IS27001, and CSTAR Level 2, to name some of the most important.

Paul Edlund,
Microsoft Chief Technologist – Midwest

Zero Trust and Zero Touch architecture

KEY TAKEAWAY: iManage incorporates Zero Trust and Zero Touch principles that assume all users, devices, and applications are untrustworthy until proven otherwise. Strict access controls and authentication and re-verification measures prevent unauthorized access to sensitive data and resources. Automation and real-time threat detection and response capabilities reduce risk.

Zero Trust architecture treats every interaction with deep suspicion. In the unlikely event of an attack, potential damage is limited because:

- Every user, device, or service must have explicit permission to communicate within the system. You have more control over data flow and communication as only known and validated entities can gain access.

Trust is further bolstered as authorization is more than a one-time process.

- Zero Trust authorization demands continuous verification at every connection point, reinforcing security checks throughout the platform.

In a breach, the Zero Trust framework helps to instantly isolate any compromised segment, preventing the attacker's lateral movement across the system. For Zero Trust architecture to provide the highest level of protection, you must also incorporate Zero Touch principles that keep all human hands away from your data.

Zero Trust principles take center stage in iManage Cloud, ensuring no one directly accesses your data — not even the vendor or a limited group of trusted administrators, as most other cloud companies permit.

Innovative automation techniques create a completely hands-off, zero-contact environment where your sensitive information remains free from human touch or error.

Encryption further enhances data security

KEY TAKEAWAY: Document encryption ensures that — even if an unauthorized individual were able to bypass primary defenses — the attacker could not read what they found because they do not possess the encryption keys necessary to decrypt it. Encryption keys remain private and stored separately from your content in iManage Cloud, ensuring only you can access critical information.

Encryption also deters ransomware attacks. Because encrypted data remains inaccessible, attackers have no incentive to focus on it. This is yet one more way iManage protects not only your data but also your business knowledge and reputation.

Services-oriented architecture

KEY TAKEAWAY: iManage Cloud architecture reduces the potential impact of any attack by disbursing the service area of the platform across many services. An attacker would have to penetrate many discrete services to be able to gain access to your content.

Additional enhancements to your security posture

KEY TAKEAWAY: Redundant, multi-level security enhancements in iManage Cloud add layers of protection to prevent cyberattacks and data breaches, while you retain sole ownership of and access to your data.

Web endpoint architecture

iManage Cloud sits outside your network to limit interactions with your in-network services. This further reduces the risk of unauthorized access and data breaches.

Mobile security

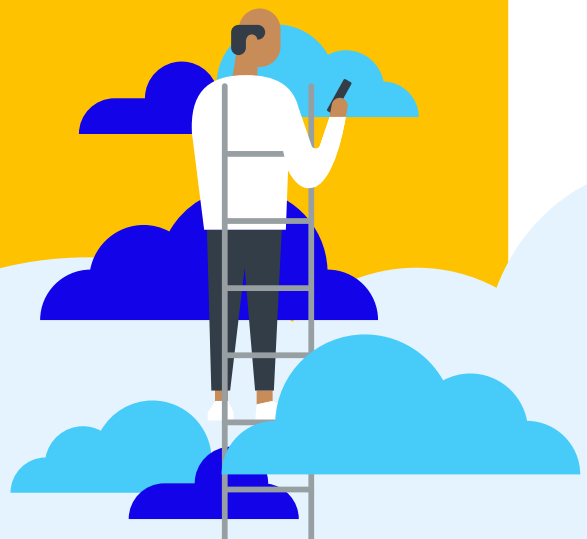
Security measures extend to individual phones and devices. A "Conditional Access" feature denies access when a device's identity is unverified.

Sophisticated cyber controls

iManage leverages Microsoft Azure services for reinforced cyber defenses that:

- **Prevent misconfigurations.** Misconfigurations often stem from not changing default permission and passwords. You are notified when services in Azure (storage, databases, virtual machines, networks, firewalls, load balancers, etc.) are overly permissive and given recommendations for changes based on the least permissive options.
- **Detect threats early.** Several Azure monitoring tools observe systems 24/7. Analysis of user behaviors and network activity detect and respond to potential threats in real time.

> **We're not a large law firm with a dedicated IT team. iManage Cloud has been perfect because it has seamlessly enabled us to work remotely without requiring extra administration. That's more time that we can spend serving our clients.**
>
> **Michael Rosenblum**
> Founding Partner and Principal,
> Sub Rosa Law



HOW DO WE PROTECT FIRM AND CLIENT DATA FROM EXPOSURE AND RISK?

Robust security that reduces risk

KEY TAKEAWAYS: iManage Cloud allows you to fine-tune access to data while providing robust security tools that reduce the risk of data exposure. As a result, you can enable collaborators to exchange information safely and securely.

Prevent unauthorized access, modification, disclosure, and data loss to avoid a breach's negative consequences. At the same time, give lawyers, staff, and clients access to documents and data to work productively from anywhere and on any device. Secure data effectively with:

Need-to-know access control

Grant access to protected data only when it is necessary for the person to perform their job. Further limit access by basing permissions on a user's role and responsibilities. Strictly control access to everything from specific applications to various repositories and individual documents and emails.

No master users

Some cloud providers require you to grant access to them as "master users" because only they can make changes to your tech stack. iManage Cloud automates updates and changes, eliminating the need for a human to perform them manually. Fewer people accessing your system means less risk.

Encryption of every file

Data is encrypted in transit and at rest. Every version of every file is individually encrypted with a randomly generated encryption key.

Exclusive ownership

You own your primary encryption key. The customer managed encryption key (CMEK) feature gives you exclusive data control. No one else — neither iManage nor Microsoft — receives or stores a copy of your encryption key.

Specialized data security solutions

KEY TAKEAWAY: Leave day-to-day information governance and compliance to specialized solutions developed by iManage that embed security into everyday workflows.

iManage Security Policy Manager

- Protect and segregate data at scale. Tailor information barriers to specific clients, matters, projects, or departments to meet regulatory, legal, and ethical obligations as well as client expectations.
- Apply need-to-know security principles consistently across iManage, Microsoft 365, SharePoint, and Teams.

iManage Threat Manager

- Detect and respond to suspicious activity in near real time.
- Actively neutralize advanced attacks using detect-and-protect rules.

iManage Records Manager

- Design, implement, and keep tabs on retention policies for digital and physical material stored in multiple locations.
- Set rules for data storage, retrieval, deletion, and sharing in fluid and remote environments.

iManage Business Intake Manager

- Clear conflicts quickly by optimizing your search and analysis processes while integrating data from external sources to speed affiliate searches.
- Surface key information quickly to deliver a more personalized client experience.

iManage Conflicts Manager

- Get a 360-degree view of any ethical and business conflicts along with machine learning-supported issue spotting and comprehensive audit history.
- Automatically conceal confidential details when sending information outside the conflicts team.

Independent researchers report that iManage is the document and content management solution of choice for 57 percent of law firms, topping the list for firms of every size, from those with fewer than 50 lawyers up to 700+ lawyers.

Top three reasons respondents move document management to the cloud:

More than half of survey respondents have used iManage solutions for the last four years, and the trend continues as an additional 17 percent planned to switch to iManage Cloud in the next 12 months.

Source: ILTA 2022 Tech Survey

Meet regional and jurisdictional data requirements

KEY TAKEAWAY: Meet data protection requirements in every region and jurisdiction where you and your clients operate.

Countries, states, and regions continually adopt new data protection laws. These include data residency, data sovereignty, and data localization requirements, as well as cross-border data flow regulations such as GDPR.

Compliance can be onerous, with hefty fines in store for those who fail. The iManage cloud-native platform hosts data in the properly designated geographical region to ensure data domicile compliance. Your firm can respect cross-border clearances and retention policies to ensure proper data protection with a consistently defensible disposition.

KEEP YOUR OPERATIONS FUTURE-READY

We can now only operate successfully with trusted brands that place the same focus on security as we do, and iManage is one of those brands.

Gary Adler
Chief Digital Officer, MinterEllison

Always ready for growth and change

Legal work has and will continue to change as remote and hybrid work models become the norm.

- Before 2020, about 40% of lawyers worked exclusively from an office — fewer than 30% do, now
- 86% of lawyers say their work extends beyond 9-to-5 hours
- 7 in 10 lawyers communicate with clients on weekends (69%) and after hours (74%)

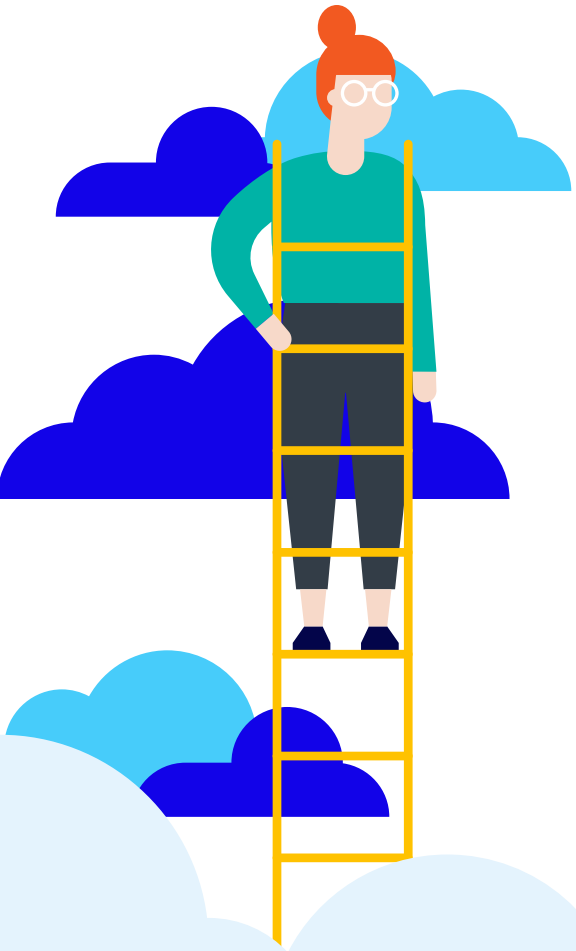
(Source: Clio Legal Trends Report)

These trends shift lawyers' technology preferences toward tools that render firms more vulnerable by expanding the attack surface. Law firm respondents to an ABA survey rated the items below as extremely or very important technical resources for 2023:

- 72% want an easy-to-use video conference platform
- 73% want strong IT support for remote working
- 83% want excellent access to online office files
- 83% want office-quality internet access

(Source: ABA Practice Forward Report)

Future-ready IT investments are essential as digital and online connections grow — especially as firms navigate fast-developing AI capabilities and see novel threats emerge. For example, quantum computers will be able to break today's encryption standards in just a few years. With iManage, you know you'll have the most secure and resilient platform available to meet your needs when that day comes.



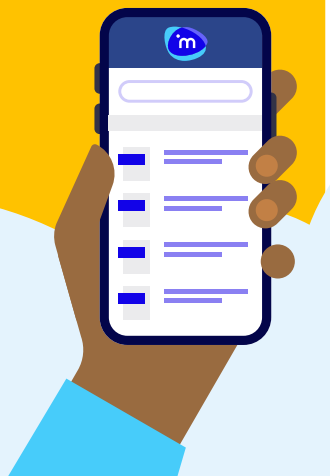
Win over the skeptics and naysayers

Show your firm's decision-makers that, with iManage, they can rely on the most comprehensive and effective protection available for law firm security, confidentiality, and privacy. Combat skepticism by showing how combining Zero Trust and Zero Touch principles with controlled access to data and permission-based security helps prevent data breaches while allowing authorized users to safely collaborate. Win over naysayers with specialized tools and features that simplify and automate the management of your cloud and ensure continuous availability.

Take the next step now to run your firm's core applications in the iManage cloud-native platform and harness your firm's full potential.

Our cloud operations have been flawless. The ease of employee access to iManage Work from mobile phones and laptops has been a dream, with no impact on performance or response times. The performance and stability have… provided our professionals with a seamless user experience, allowing us to service our clients at the highest level.

Darren Brown
Head of IT Europe & Middle East,
King & Wood Mallesons



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