



## Case Study

### Law Firm Given a Helping Hand

Business travel is now often associated with delays rather than perks. You are more likely to be waiting for a late train to arrive than enjoying the time away from your desk. This travel downtime is frustrating not only for employees but businesses too, as they struggle to keep in contact with people stranded all over the country.

"We noticed that our partners were spending more of their time travelling to and from client meetings. With no remote access to their work email, it meant they were unable to use the 'dead time' efficiently and it was hard to ensure that they were being kept up to date with business developments," explains Simon Bennett, IT Director at Tarlo Lyons, a leading London law firm specialising in delivering commercial solutions for technology driven businesses.

The law firm wanted to provide its employees with real-time mobile communications – particularly email - after partners expressed a wish to be able to utilise the time they spent travelling, effectively. After looking at a number of options, Simon found that OpenHand Mobile Email Software provided the user with more benefits than the other players on the market.

"With OpenHand, I was impressed that the software is device independent. We wanted one multi-functional device and with the software being compatible with the Sony Ericsson P900 smart phone, OpenHand offered us just that," comments Simon.

Users of the Sony Ericsson P900 are able to access a number of facilities including a phone, camera, video and computer. The software allows attachments to be downloaded easily onto the phone's word application, which means partners can use the time travelling to meet clients to view the necessary documents needed for the meeting.

Simon explains that security was a major issue when considering what mobile communications to install. He says: "We have all read stories about lost PDAs turning up complete with a company's private corporate data stored on them. Our lawyers have many confidential files and we could not afford for this to happen." OpenHand provides its users with the highest level of security. To prevent unauthorised access, the server sits within Tarlo Lyons' firewall and uses 128bit AES (encryption) which scrambles information being transmitted from the server to the device. "No data is ever stored on the Sony Ericsson P900 but it remains on the OpenHand server instead. This ensures that if the smart phone is lost or stolen, no important or confidential data will be compromised," adds Simon.

Implementing the software and configuring it onto Tarlo Lyons' server was a straightforward and quick task. "We had OpenHand up and running within in a day," says Simon.

The cost-effectiveness of the OpenHand software was another factor which impressed the partners at Tarlo Lyons. OpenHand is not tied to a specific network or appliance so users are able to stay with their existing mobile carrier and simply negotiate a separate rate for data transfer. Phone bills are cheaper because OpenHand compresses the amount of data moving between mobiles, making the transfer quicker.

The benefits of using OpenHand have already been identified. It has been effective in freeing up lawyer time which otherwise would have been 'dead time'. The joint Managing Partner of Tarlo Lyons, Warren Foot, calculated that using OpenHand on the train into work saved him up to an hour of his day because he was able to sort through and delete any necessary emails before he got to the office.

Tarlo Lyons plans to roll out the software to all partners over the next two months. Simon says he is looking forward to seeing additional benefits from OpenHand, including trialling version 3 of the software.

## **For Further Information and Support**

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