

CASE STUDY

## IBB Modernizes its Remote Access with Absolute Secure Access, Resulting in an Upgraded User Experience and Fewer Support Calls

**Law Firm Addresses Visibility and Connection Issues to Improve the Experience of Users**



IBB is a full-service UK law firm that provides its clients with legal expertise in property and construction, corporate and commercial, employment, litigation, and more. The IT strategy at IBB requires secure, seamless connectivity for employees working from anywhere.

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We started off with Microsoft Always-On during the lockdown, which solved the initial problem of getting everyone connected but it is a bit of a nightmare to fix when it goes wrong because there is very little logging on it. It is very hard to find out what the underlying issue is.

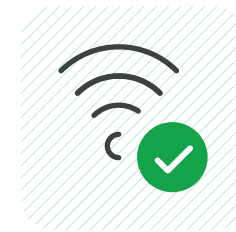
SAM LUXFORD-WATTS,  
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TECHNOLOGY, IBB LAW

## THE STORY

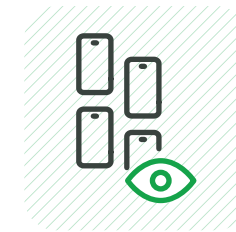
### Meeting the Challenges of a Remote Work Environment

In addition to the public health crisis it created, the COVID-19 pandemic also created significant operational challenges for organizations all over the world. At IBB, the 2020 global pandemic and lockdown magnified concerns with the legacy VPN technology the firm had in place. These VPN issues became apparent when IBB's support team was required to diagnose problems occurring on workers' home networks and devices. They had difficulty understanding why users experienced consistent disconnects while working outside of the office.

## SECURITY CHALLENGES



RELIABLE  
CONNECTIVITY



IMPROVED  
VISIBILITY



FLEXIBLE  
REMOTE ACCESS



## THE SOLUTIONS

# How They Did It

### Introducing a Flexible Remote Access Solution

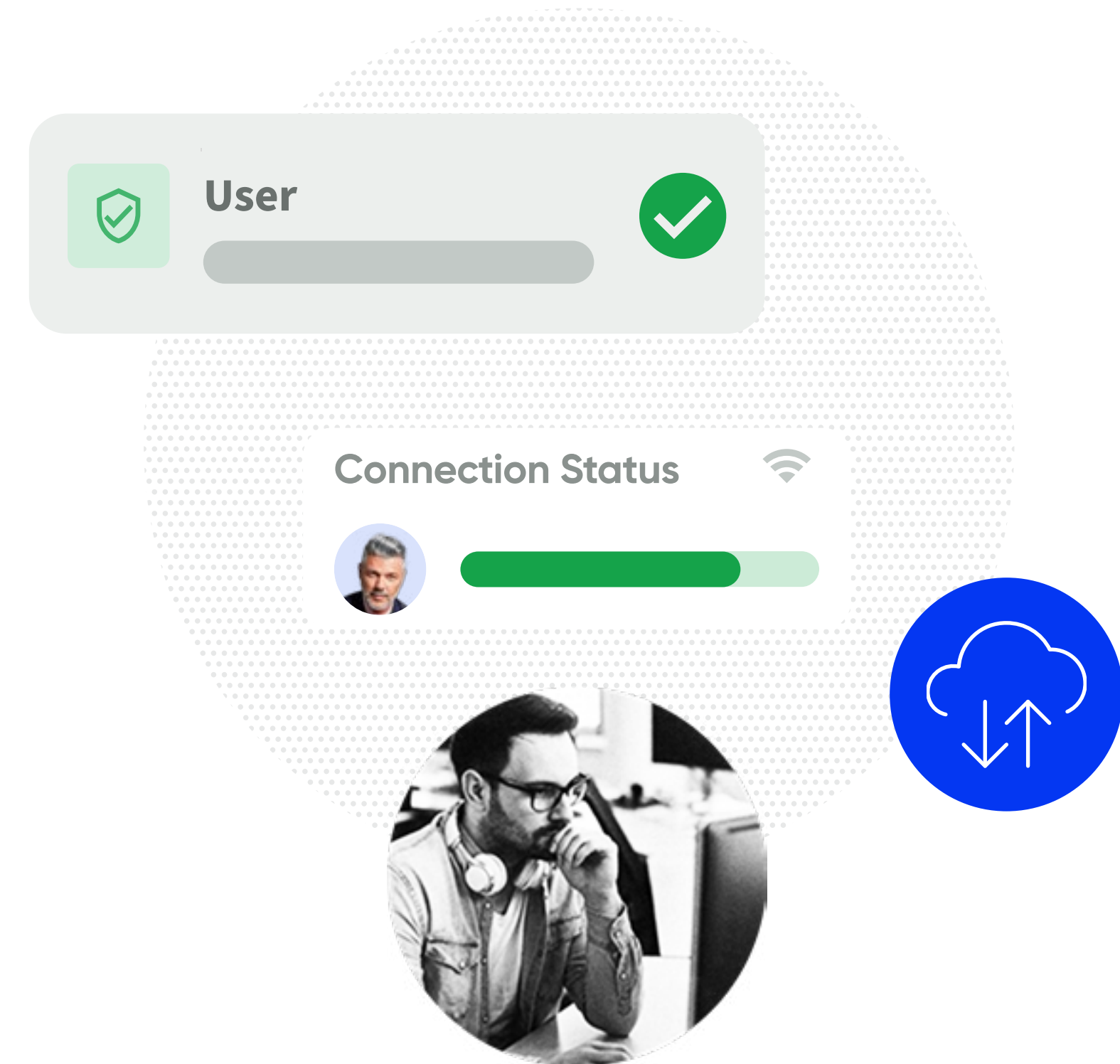
That's when Appurity, IBB's valued technology partner, introduced Absolute Secure Access. Appurity knew the solution could address IBB's visibility issues, provide a more stable connection, and improve the company's overall end user experience.

### Improving Visibility with Unparalleled Insights

Once IBB replaced its existing VPN tool with Absolute Secure Access, the organization gained unparalleled insights into its mobile workforce. The solution not only provides the IBB IT team with the visibility they need to troubleshoot remote workforce issues, but it proactively improves the user experience for every user on any network. This is thanks to the software's patented traffic optimization capabilities.

### Positioning Towards a Future Zero Trust Environment

By opting for the cloud-hosted SaaS deployment option of Absolute Secure Access, IBB is executing on a hybrid cloud IT strategy and is positioning itself for future growth toward a Zero Trust environment.



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After our Absolute Secure Access trial, we decided to move forward with it because it saved my service desk team hours and hours of trying to diagnose problems and as a result, users receive a better experience. Absolute Secure Access gave us the visibility we needed to be able to have a more reasoned conversation with the user and offer specific information about their setup, identify the underlying issue with their connection and in cases recommend a solution.

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#### THE RESULTS

##### Upgrading the User Experience in the ‘Work-From-Anywhere’ Landscape

As law firms continue to support a ‘work-from-anywhere’ workforce, Absolute’s cloud-based solution provides the flexibility needed to meet changing IT environments while keeping end users productive. With Absolute Secure Access, the law firm was able to:

- ✓ Decrease connection-related support calls and trouble tickets to IT, saving the support teams hours of time every day
- ✓ Improve visibility, allowing IT to proactively identify, diagnose, and fix remote working issues using bandwidth and connection reports
- ✓ Provide a flexible remote access solution that can grow with a hybrid cloud IT strategy



# **ABSOLUTE**<sup>®</sup>

Trusted by nearly 21,000 customers, Absolute Software is the only provider of self-healing, intelligent security solutions. Embedded in more than 600 million devices, Absolute is the only platform offering a permanent digital connection that intelligently and dynamically applies visibility, control and self-healing capabilities to endpoints, applications, and network connections – helping customers to strengthen cyber resilience against the escalating threat of ransomware and malicious attacks.

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