



## BRIGGS AND MORGAN

Officially formed in 1960, the law firm of Briggs and Morgan, professional association, represents organizations and individuals in civil law matters. The firm has more than 160 attorneys who serve multinational corporations, business start-ups, commercial enterprises, non-profit education and charitable institutions, governmental agencies, public bodies and individuals. In 1989, it became a founding member of Lex Mundi, the world's leading association of independent law firms, and still serves as the member representative in Minnesota.

Briggs and Morgan opened its Minneapolis headquarters in 1979. Although the majority of the firm's work is handled in this location, it still maintains its original office in St. Paul.

### Challenge

Countless emails are sent in and out of the Briggs and Morgan law offices every day. With 160 attorneys in two locations, the firm relies on this electronic exchange of information for internal and external correspondence, as well as for court filings and the execution of other legal matters.

For years, Briggs and Morgan scanned emails for viruses and spam using a third-party gateway solution built on Novell technology. The system, which ran on a single workstation with no redundancy, was prone to failure. Viruses often made their way to attorney workstations, and the scanning engine would often “hang” indefinitely—holding up emails and slowing down productivity in the law offices.

Briggs and Morgan began searching for a solution with a fast, efficient scanning engine that allowed valid emails to pass in and out with negligible latency and without heavy management requirements internally. Plus, it wanted to work with an established company that backed its products with a strong infrastructure and technical support system.

### Solution

As part of an initiative at how it delivered IT services, the IT staff decided to move key applications to a cloud-based model, where applications and services are delivered from third-party data centers over the Internet. For email, Briggs and Morgan subscribed to Symantec.cloud. By unplugging its in-house security messaging servers and going to a cloud-based email security service, Briggs and Morgan has slashed email costs and reallocated IT resources to strategic projects that make the company more competitive.

Using anti-virus and anti-spam solutions from Symantec.Cloud, formerly MessageLabs, Briggs and Morgan emails are no longer scanned by an individual workstation but by a cluster of scanning engines—so the system offers automatic redundancy. Plus emails are now scanned by the service, not in-house at Briggs and Morgan—so quarantined spam never makes it to the users' computers. This frees the technical staff at Briggs and Morgan from having to manage spam and viruses and shields the attorneys from being bogged down by unwanted email. With fewer messages on the Exchange servers, Briggs and Morgan employees can now spend less time on maintenance and disaster-recovery and more time on important issues, like elevating productivity.

### Results

For Briggs and Morgan, the Symantec.Cloud service has proven itself to be fast and efficient at eliminating spam and guaranteeing no virus delivery. Equally important, the technical staff at Briggs and Morgan can focus on other key issues, knowing that the service is stable and that Symantec.Cloud offers full technical support on all of its products.

“Because of Symantec.cloud], our employees can direct their time to our core business needs. We no longer need to manage spam internally. We're not concerned about viruses. The system has been stable and has proven itself time and time again.”

Jeffrey Barnes  
Network Systems  
Administrator  
Briggs and Morgan

Symantec.cloud stops a majority of spam with few false positives. The management console makes it easy for administrators and users to set policies and manage online threats. “Because of Symantec.cloud], our employees can direct their time to our core business needs. We no longer need to manage spam internally. We’re not concerned about viruses. The system has been stable and has proven itself time and time again,” says Jeffery.

### SOLUTION AT A GLANCE

#### Solution

- Symantec MessageLabs Email Anti-Virus.cloud
- Symantec MessageLabs Email Anti-Spam.cloud
- Symantec MessageLabs Email Image Control.cloud
- Symantec MessageLabs Email Boundary Encryption.cloud
- Symantec MessageLabs Web Security.cloud

#### Business Requirements

- Protection against malware infections
- Stops a majority of spam with few false positives.
- Deliver the same service as on-premise but without the headaches

#### Business Value and Technical Benefits

- Quick and easy deployment
- Predictable cost structure
- Service complements existing infrastructure