



Leading South African Law Firm uses Cellcrypt to Protect their Mobile Communications

Multinational legal firm embraces encrypted voice, messaging and file sharing with Cellcrypt to ensure clients are protected from communication interception.

The Challenge

With specialist services including commercial, corporate, banking, acquisitions and competition law, this leading law South African and Australian firm is privy to highly confidential, commercially sensitive information in the course of their daily business. The protection of this information is of the utmost importance to the firm and their clients, as is the ability to communicate personally and in confidence. Involvement in mission-critical client engagements, including deals of hundreds of millions of dollars, ensures the potential threats of eavesdropping, hacking and data theft are taken extremely seriously by the firm.

So sensitive is some of this information that it cannot be trusted to regular phone or email communications and could only be shared in person. This necessity to ensure confidentiality and protect from data leaks had serious consequences on the speed and agility with which the firm could perform certain tasks. Within the highly dynamic, pressurized environment in which their lawyers operate, any delay in responding to a client's changing needs could have serious consequences. For clients, the necessity to meet in person to discuss confidential subject matter could greatly impinge on valuable work and social time, making some aspects of engagements unnecessarily labor intensive.

With the constant stream of news regarding hacks and vulnerabilities, consumer encrypted messaging apps were not an option, both in terms of the real risk of data leaks, and the reputational damage of using what were perceived to be unsecure platforms.

The Solution

By implementing the use Cellcrypt at the firm, the organization was able to dramatically transform both their level of service and their cost-base.

The team is now able to share sensitive information by voice, message and documentation, internally with colleagues and with

the clients themselves at will. Communications can now occur as simply as making a normal cellphone call, at the time and place that suits them, with all parties safe in the knowledge that they are secure and protected. The ability to respond to clients in real-time, regardless of the confidentiality of the subject matter has transformed the firm's service model. Being increasingly proactive to changing circumstances has helped the firm in achieving their clients' objectives.

Outcomes

- Increased customer satisfaction levels, with clients able to speak to their legal representatives at their own convenience
- Peace of mind for clients, knowing the firm is proactive in protecting their communications and data
- The ability to take on more international business, as sensitive information no longer needed to be discussed in person
- This significantly reduced the need to travel, resulting in cost savings for both domestic and international transport



“ Client confidentiality is paramount to our business. Using Cellcrypt allows us to protect highly sensitive information, while communicating with our clients on their terms. Peace of mind and better business practices all in one package. ”

Director, law firm.