



DOWNEY BRAND
ATTORNEYS LLP

Case Study

Downey Brand LLP

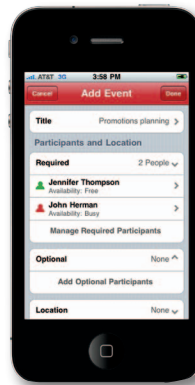
Top-50 Law Firm, Downey Brand LLP, Serves Clients Better with Good for Enterprise

ORGANIZATION DESCRIPTION

Founded in 1926, Downey Brand LLP has become one of California's 50 largest law firms with more than 135 attorneys and offices in Roseville, Sacramento, San Francisco, Stockton, and Reno, Nevada. In almost every area of civil practice, the firm applies its legal experience and expertise to protect and promote its clients' interests by focusing on the need for practical business solutions while looking at the possibilities, not the obstacles.

THE CHALLENGE

In 2005, Downey Brand LLP recognized the need to provide attorneys and the management team with a choice of devices to fit their individual preferences. "We could see that powerful new smartphones would soon be coming to market and didn't want our employees to be locked into a single type of device. It was also important to implement a remote access solution that wasn't overly burdensome on our IT resources," said Michael Libby, IS Director for Downey Brand LLP.



THE SOLUTION

The IT team tested several mobile messaging solutions including RIM Blackberry and Exchange ActiveSync from Microsoft. After evaluating the options based on device choice, security capabilities, and management features, Downey Brand LLP selected Good for Enterprise. Recalling the reason for choosing Good, Libby commented, "Good provided the best combination of multiple device support, as well as enterprise-class security and management."

As a plethora of new smartphones such as the Apple iPhone and devices based on the Android operating system have flooded the market in the last year, Downey Brand's strategy turned out to be prophetic. "When our employees began asking us to support different types of devices—first Palm and Windows Mobile, and now iPhones and Androids—we were ready to give them what they needed because of Good," said Trevor Gipson, Assistant Network and Web Administrator for Downey Brand LLP.

Good for Enterprise, which includes Good Mobile Control and Good Mobile Messaging, is an easy-to-use mobility solution that supports mobile collaboration with a great end-user experience on popular handhelds like the iPhone, iPad, and Android devices without compromising IT security and control. Good for Enterprise is built on a proven security architecture that has been adopted by top Fortune 500 companies and government agencies, including the Department of Defense.

"Almost every day, we hear anecdotes about how Good is indispensable to our attorneys' practice of law. Good lets our employees stay in touch with the business and their clients, and gives them ability to respond no matter where they are."

-Michael Libby, IS Director
Downey Brand LLP

Downey Brand LLP

THE RESULTS

Downey Brand LLP currently has more than 135 attorneys and management executives using Good for Enterprise on iPhone, Android, and Windows Mobile devices. As Downey Brand LLP continues to grow, this number is expected to reach 150 with the majority of new users running Good on the iPhone.

Device Choice

Although the majority of users select iPhones and Android devices, Downey Brand LLP supports virtually any Good-certified device. Eligible employees can choose from a list of company-approved devices on the firm's Intranet site. Employees then order the device they want, set up carrier service with the service provider that works best for them, and work with IT to provision their device. For remote employees, the IT department uses Good's over-the-air capability to get them up and running easily.

Blended Liable Model

Downey Brand LLP has been a long-time believer in blending corporate and individual liable models where employees and employers share the cost of devices and data services. The firm reimburses users \$200 every two years for devices and covers the monthly cost of unlimited data plans. "With many of the new smartphones being so desirable, we see this as a win-win for Downey Brand LLP as well as our employees," said Libby. "The blended model also helps reduce costs because it eliminates the need for employees to carry two devices—one for work and the other for their personal lives."

Security

Because Downey Brand LLP handles a lot of personal and confidential information for its clients, security is of utmost importance. Good for Enterprise delivers the enterprise-class security capabilities the firm requires to meet strict regulatory standards, as well as the company's own stringent security policies. Good also gives IT the ability to erase data or "wipe" a device remotely in case it is lost or stolen by selecting which information to remove. "This is important because IT can remove any business-related information and leave personal information untouched."

Indispensable Productivity Solution

Most important, Good allows Downey Brand LLP users to be more productive and responsive to the firm's clients. "Almost every day, we hear anecdotes about how Good is indispensable," concluded Libby. "Good is a powerful solution that lets our employees stay in touch with the business and their clients, and gives them ability to respond no matter where they are."

SUMMARY

Challenge—Find a remote access email solution for attorneys to use in their practice of law which minimizes ongoing or direct support by the firm's IT staff.

Solution—Good for Enterprise, a powerful, secure, and easy-to-use enterprise mobility suite that provides IT with the mobile security and control it needs while giving users a great experience for mobile collaboration and connectivity on devices they want.

Result—Downey Brand LLP can implement a blended liable model while having the security it needs to let employees use the devices they choose.

- Downey Brand LLP keeps mobility costs controlled since employees pay for part of their own devices.
- IT can ensure corporate information is safe and secure.
- Employees are more responsive and productive because they can use the devices they want and that work best for them.



Good Technology

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