



ROBINSON & WOOD

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Greg Baba
Office Administrator, Robinson & Wood

SITUATION

Robinson & Wood, a Silicon Valley civil litigation firm headquartered in San Jose, California, has a staff of 60. The firm is comprised of 32 attorneys and their corresponding legal support staff, but, significantly, no IT staff. Rather than assemble an internal IT department, the firm relies on third-party service providers and IT solutions consultants to recommend and maintain an effective IT infrastructure.

Along with time-keeping and client records management, email communications is given extremely careful consideration within the firm. Clientele include a number of large corporations that are making significant efforts towards paperless file systems, and since the firm’s primary focus is on litigation matters that require a quick response time to client questions and court communications, a reliable and secure email system is vital.

Previously, the firm had used a hosted email security service for several years, but, according to office administrator Greg Baba, the quality of the service began to deteriorate in 2008. “Spam was increasing and we were experiencing issues with outbound email delivery in cases where the IP address of the host associated with an email was blacklisted,” stated Baba. “Our emails were not reaching their destination, posing a significant liability to both the firm and our clients.”

When Robinson & Wood contacted the service provider’s support department for help with the undelivered email issues, response times clocked in at nearly a week, which added to their frustrations.

SOLUTION

“Our reputation was on the line, and as a litigation firm, our reputation is everything,” said Baba. “Our staff was sending email messages to clients that weren’t reaching their destination – something needed to change.”

In 2009, based on research and recommendations, Robinson & Wood installed a Sendio email system protection appliance. The requirements were that the system had to stop all of the junk mail from getting to user inboxes while not blocking any legitimate inbound email or any outbound email. The firm chose to deploy Sendio because the filtering technology is based on sender reputation and not message content, in direct contrast to most other email filtering products.

During installation, all of the firm’s client contacts were added to a global “whitelist”, identifying them as having a “perfect” reputation and thereby guaranteeing that any message from a client gets properly delivered. All of the junk mail, with a reputation of zero, gets blocked. New client contacts are automatically learned and added to the whitelist.

RESULTS

“First and foremost, our focus is on our clients,” said Baba. “Sendio’s approach to securing our email is in line with this focus and it’s been an excellent solution for our organization.”

Moving email security back on-site and out of the cloud eliminated the outbound email deliverability issues the firm was previously experiencing, and allowed for a greater degree of control over their email data. In addition, the hundreds of unwanted sales solicitations and abusive phishing messages that had been previously reaching staff inboxes were virtually eliminated.

And when an issue or question does arise, the firm appreciates the ability to contact a member of the Sendio support team immediately. “We are a very happy customer,” said Baba.