Rollits lawyers move closer to clients with a remote-working system

Rollits is a regional UK law firm based in Yorkshire. The firm’s core values of integrity, trust, innovation, teamwork, and excellent client relationships lie at the heart of their business. These values were front of mind when Rollits developed a secure remote access system for its 100 lawyers and support employees.

When lawyers at Rollits had an issue to deal with or a case they needed to work on in the evenings or the weekends, they would have to stay late at work or make a special trip to the office. The Rollits IT team felt that without a remote-working system, the productivity of its workforce was being impeded. They needed a way to open up the firm’s systems without compromising data security and client confidentiality.

Specifically, they needed to secure Rollits’ systems and applications, whilst at the same time enabling employees to work from their home, the train or when away on business, using whatever device they needed.

Using authentication to secure Rollits’ systems

Prior to using Microsoft Terminal Services, the law firm had a VPN solution in
Our users think it’s brilliant – they can now use their iPad and home PC to access systems easily and securely.

Mike Wasling, IT manager from Rollits comments, “We chose SMS PASSCODE because the solution ticked all the boxes – the way it works is very straight-forward, it improved our security offering, and users find it really easy to use.”

The implementation of the SMS PASSCODE Multi-Factor Authentication solution was seamless, and it was installed and configured with no disruption to staff. Mike says of the support, “The technical support we received was exceedingly good – they looked at any issues we had and resolved them really quickly. Their level of knowledge is excellent.”

**Business benefits for Rollits**

The simplicity of the SMS PASSCODE solution is a big plus. Mike says, “Our users think it’s brilliant – they can now use their iPad and home PC to access systems easily and securely.” And for the IT team, the ease of use in terms of management of the solution is highly beneficial and doesn’t take much of their time.

But the biggest benefit for Rollits has been the increase in productivity achieved by enabling lawyers to work from home and other places outside of the office.

As Mike explains, “We have witnessed massive adoption of remote working since we implemented SMS PASSCODE – 30 of our lawyers use it extensively. We have noticed a big uplift in productivity – in the first three months of being operational, there were over 400 logins. The lawyers love it as it means they can service clients quickly and efficiently from home, and they don’t have to come into the office on weekends any longer. The solution paid for itself in the first few months.”