

Pepper Hamilton Ltd. Agentless: Ensuring Privacy Protections while Enabling Open Network Usage

The Insider Threat and internal network security risks are common factors to all businesses that have networks connected to the internet and use its global reach to communicate with business partners, customers and suppliers. Law Firms around the world are no different although they may be less at risk to insider threats due to the legal ramifications of being caught and the possibility of having their legal credentials disqualified. However, the risk still exists in the legal world since not all law firm employees hold valuable qualifications and even those that do, may compromise network security through lack of awareness or human error.

Pepper Hamilton LLP, one of the world's top law firms, recognizes this fact, and after an exhaustive search for the right solution to ensure its network's security, tested Promisec Spectator for possible inclusion in its network security infrastructure.

Law firms need to protect their network endpoints from misuse that may result in classified information being compromised. Promisec's agentless technology provides comprehensive protection of endpoint activity and the internal network. Its agentless approach makes deployment quick and easy, complementing and verifying the correct operation of existing security solutions. Promisec Spectator delivers functionality and versatility that enables even non-technical staff to manage and secure desktops simply and enforce that security across the entire company from a single point in a network.

Budget Rent A Car saves over 40% of its PC related electricity consumption using Promisec's agentless technology.

The Challenge

Pepper Hamilton, like most law firms, has a fairly open network usage policy to enable its lawyers and employees to carry out their daily tasks with little hindrance and maintain efficient productivity. Therefore they were unwilling to undertake draconian security measures such as locking down their network and only allowing only a basic set of applications, devices and services to be used. Having said this they are also security conscious and needed to have a handle on what exactly is running on their network to ensure that sensitive information regarding legal cases and their clients remained safe and secure.



Pepper Hamilton was looking for a versatile and comprehensive solution that would give them visibility to activity running on their internal network. They needed to ensure that endpoints and servers within their network were not compromised by any type of human errors that may leave open back doors to their internal network. In addition they wanted to have visibility and control of networks of endpoints installed at remote offices around the United States. A limiting factor to their need was that they did not want to use a solution that relies on agents hence the interest in Promisec's agentless solution.

The Solution

Promisec Spectator gave Pepper Hamilton exactly the type of comprehensive visibility; speed and flexibility for their entire global network from a single central location without the dependency on agents that includes right

click remediation for whenever they needed it.

Pepper Hamilton chose Promisec Spectator not only for its agentless functionality but also because of its ease of use, the speed of its performance and its readiness to start providing results right out of the box. This provided Pepper Hamilton with a cost effective solution that did not require a long learning curve or to have specially trained personnel to manage it. Promisec Spectator fits seamlessly into the existing network without having any impact or conflict with the existing infrastructure installed at the firm. "With Promisec Spectator in our network we are able to see at an instant if any hidden threat is evident and it includes the tools to eliminate them without relying on any other product" said Josette L. Marsh - Director of Information Technology at Pepper Hamilton.

Providing both a black list of risks that could compromise their network and a white list to create a baseline of what is allowed, Promisec Spectator is the only agentless solution to offer immediate reaction to non compliant endpoints with its rightclick remote remediation. An additional benefit to Pepper Hamilton is the automatic remediation provided by Promisec Spectator for many standard errors that left unchecked could result in a costly security breach. The solution provided by

Promisec afforded Pepper Hamilton with the peace of mind that their network is behaving according to expectation while at the same time verifying that their existing security posture is maintained at all times. Ad hoc audits of their network enabled them to produce a report at any time to confirm that no alien infections or errors have occurred anywhere on their network.

With Promisec Spectator protecting the internal network, administrators are able to complete other lower priorities on their task list and improve their productivity. PC downtime is also minimized since most of the remediation provided is done in the background without the need to take users off their machines thus improving the productivity of the entire workforce.

Promisec Spectator is the only solution that offers the ease-of-use, flexibility and speed that law firms need to efficiently protect their internal networks, maintain productivity and proactively eliminate risks as and when they occur. "Promisec's agentless solutions make it easy to minimize business interruptions and continuously maintain our compliance posture" said Ms. Marsh.

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About Promisec®

By providing unique agentless solutions that deliver unprecedented visibility, Promisec guarantees 100% accuracy for the IT business deliverables of service management, compliance, and power management. Using patented agentless technology, Promisec does more than monitor and manage endpoints. Promisec proactively analyzes and fixes IT endpoint issues, particularly those associated with Microsoft infrastructure. Promisec resolves endpoint problems with fast, right-click or self-healing remediation in a matter of minutes with minimal, if any impact on the network or endpoints.

Promisec optimizes IT operational efficiency by lowering cost and increasing accountability. By proactively overseeing everything installed and not installed on the endpoints, Promisec empowers a higher level of accountability by enabling existing IT management and security solutions to actually work as promised. Promisec is a privately held company with headquarters in Israel and offices in New York, India, and Paris. Our customers include Forbes Global 2000 companies and other organizations in the manufacturing and service industries as well as government and health care institutions.