

# case study

## McGrigors

### McGrigors and KLegal

McGrigors LLP is one of the UK's most dynamic legal practices and has offices in London, Edinburgh, Glasgow, Belfast, and Aberdeen. The practice also has a satellite office in Port Stanley in the Falkland Islands.

In 2002 McGrigors (then McGrigor Donald) merged with KLegal and as a result combined many aspects of its ICT infrastructure which was then hosted and supported by a 3rd party. The 3rd party had supplied and supported all hardware, network, remote access and security systems since that time.

As the newly merged firm developed it became clear that a new ICT infrastructure was required and the legacy 3rd party managed service was no longer a viable option.

### a fresh start

The McGrigors IT team was tasked with creating a new ICT infrastructure dedicated to the McGrigors business and to work with the 3rd party resources to migrate data. Since there was to be no ongoing connection between the old and new networks the new environment had to be completed over a single weekend. The Easter weekend of Friday 14th April to Monday 17th April 2006 was selected for the migration to take advantage of the additional time afforded due to the bank holiday.

"We were faced with the huge challenge of designing and building a new infrastructure and migrating all data between the two platforms. Having depended on the managed service we no longer had the necessary skills in-house."

McGrigors wanted to work with experienced suppliers to build and support the new environment and ensure a successful implementation.

### security is key

"Information security is vital to the day to day operation of the firm and this was something that we wanted to build into our designs from the beginning. However, it wasn't an area where we necessarily had a lot of skills.

To make sure we took the correct approach to finding a sustainable solution, which would be implemented smoothly, it was vital that I found the right partner.

Price was an important factor but I was really looking for a partner that had a demonstrable track record, understood the McGrigors business, had good quality staff and had the ability to work to the given timescale.

I had just attended an information security executive briefing given by **dns** and knew that this was their sole area of expertise. Their response to the ITT for the project was a perfect fit and we knew that we had found our security partner."

"My challenge was to create and secure a new IT environment in a single weekend to ensure business as usual come Monday morning. dns provided the security expertise and resources to make this happen effectively."

**Mike McGlinchey,**  
Head of IT at McGrigors.



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### working with dns

"The scope of the security project was all inclusive; we needed professional services to design and implement a secure infrastructure and then managed security services to support that infrastructure ongoing on a 24/7 basis, as we didn't have the resources to set up an internal operation". The scope included:

### professional services

- Perimeter firewalls and routers to meet McGrigors capacity and availability requirements
- Continuity facilities at a second site to allow ongoing business operations
- IPSec and SSL VPN remote access services
- two-factor authentication service for RAS users
- internet caching services
- URL filtering services
- configuration of the new infrastructure to ensure resilience and optimal service availability

### managed security services

- provision of managed email security service
- the provision of SLA-based managed security services for the specified firewalls
- access for key McGrigors staff to the **dns**MSS customer portal – to access detailed performance reporting and service status
- **dns** acting as valued security partner as required by McGrigors

### Easter weekend

Building towards Easter weekend the **dns** team worked on designing and preparing the security infrastructure ensuring that the implementation went smoothly and was completed on time.

"The experience of the **dns** team proved vital. The solution was implemented over the weekend and the **dns**MSS team were monitoring our security status immediately."

### partnership

"There are so many benefits of having a dedicated security partner like **dns**. Not only have we reduced cost and increased security but we have someone we can turn to for advice 24/7.

Since the service went live **dns** has identified and stopped 17 critical security threats, which is almost one per month. Had any of these threats been successful the McGrigors network would have been seriously affected and we wouldn't be able to continue business as usual. The return on investment has been obvious."

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