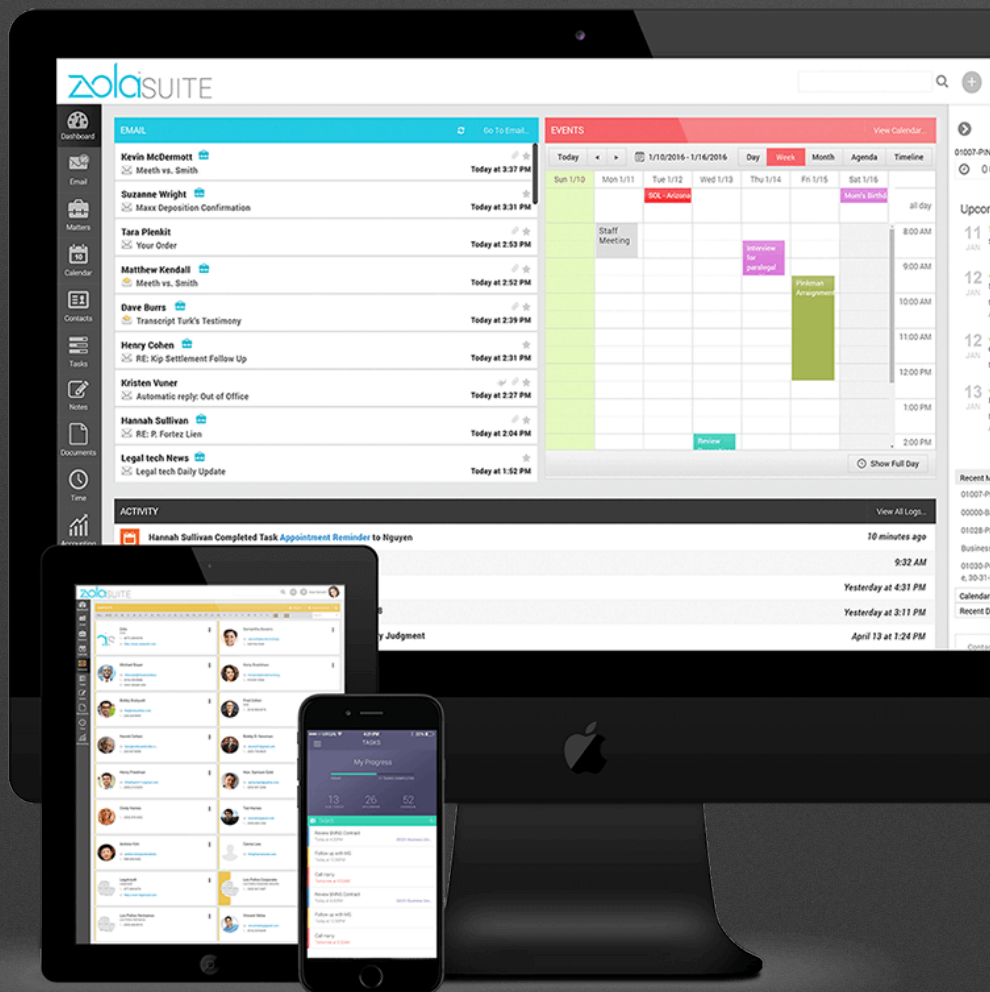




3 AREAS WHERE YOUR FIRM IS MOST VULNERABLE

How to Keep Your Critical Data Safe from Harm and Improve Your Bottom Line



INTRODUCTION

Wouldn't it be nice if we, as lawyers, could return to the simplicity of days gone by when our main concern was not blowing a statute of limitations or failing to cite an important precedent? Now, thanks to advancements in technology, we can add threats from hackers and malware attacks to the never-ending uncertainties that keep us awake at night.

Technology impacts everything we do in daily life, including the way we practice law. Law firms are becoming more and more vulnerable to tech-related attacks, data theft and breaches due to the sensitive nature of the information we collect from our clients. In this whitepaper, we explore the three most susceptible areas for a law firm relative to cybersecurity.

THE CYBERSECURITY CHALLENGE

Even if law firms have done their best to provide secure and functional legal practice management resources to their attorneys, most tools don't adequately and simultaneously address the top three law firm vulnerabilities:

- » Document and Data Management
- » Non-encrypted Communications
- » Secure Billing and Payments

How can law firms handle document and data management, billing, and non-encrypted communications in a way that is secure, economical, and productive?

BEST OF BOTH WORLDS

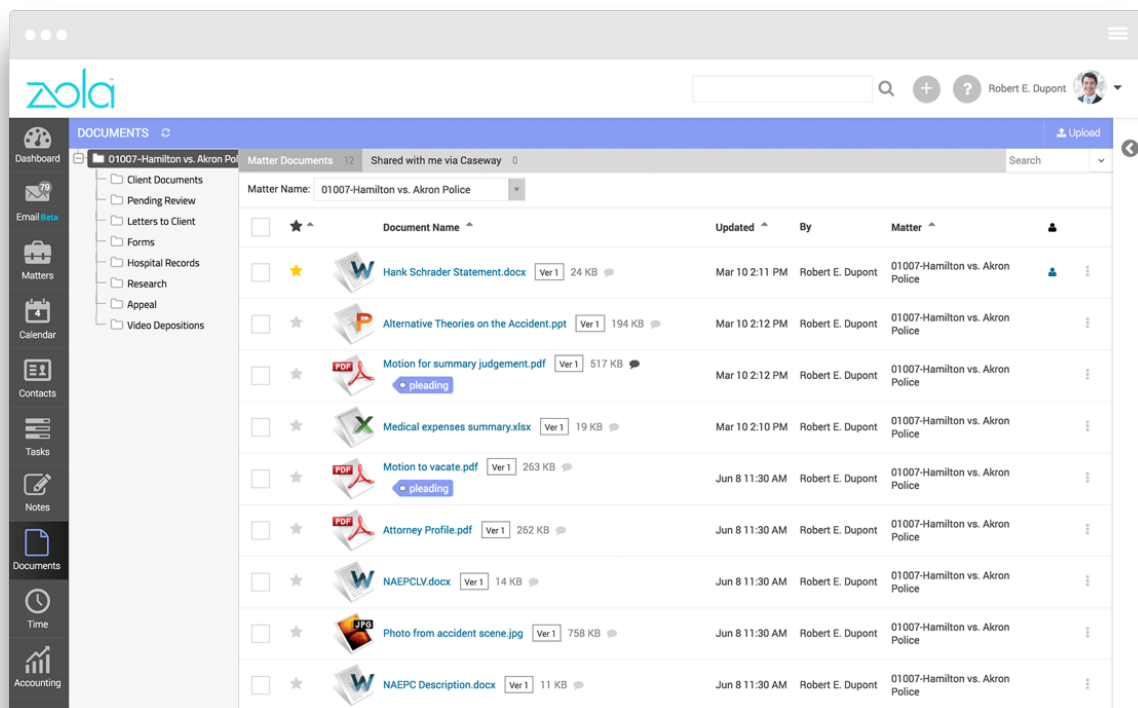
Law firms that want secure and economical software solutions to handle their most vulnerable areas without negatively impacting productivity, need integrated, comprehensive software tools developed for the legal industry. But, despite most firms' best efforts, few law firm software tools tackle the three most critical areas of vulnerability.

1 CLOUD-BASED DOCUMENT MANAGEMENT

Legal matters are document intensive, particularly if you practice in the areas of civil litigation, real estate, corporate, and estate planning. For every matter, there are a lot of documents that will go through a lot of hands and be seen by a lot of people. This presents three major issues collaboration, security, and payments.

Collaboration: Storing documents on a local drive makes collaboration difficult at best and even disastrous at worst. As documents get reviewed, it's difficult to keep up with multiple versions and who made what revision. The solution to this potentially expensive and time-consuming problem is to store and revise documents in the "cloud" where all collaborators can access it and make revisions in real-time. Cloud-based document management drastically reduces the number of errors and overlooked corrections on your document. It also makes it easy to see who is revising what and when. Finally, the problem of keeping track of document versions becomes a non-issue since it can be automated by the user.

Zola Suite's cloud-based document management system for lawyers allows law firms to collaborate on documents no matter where the parties are located. Users can manually or automatically control versioning, open and review MSWord documents, and all documents are easy to organize, search, sort, and review.



Security: When documents are emailed from one person to another, the chance of confidentiality violations increases. Emails get sent to the wrong people or unauthorized persons get access to documents stored locally and insecurely. Zola Suite's cloud-based document management allows law firms to limit who can access, read, or revise any document. Also, access to a document via a secure portal can be granted or denied at any time and documents can be locked. Using the secure features of a cloud-based document management tool, law firms can protect client confidentiality in a way that's effective and productive.

Payments: Every day, sending a check through regular mail becomes more worrisome. Check fraud cases are increasing on a global scale and consumers are becoming less inclined to use them at all. In 2017 the total percentage of mobile and online payments exceed those made manually. However, finding a solution that manages both the billing requirements of a law firm and complies with IOLTA rules must be taken into account before moving your clients' transactions away from the traditional check process. Zola Suite's integration with market leader LawPay, ensures that every transaction is processed securely, and properly deposited in compliance with IOLTA standards.

2

SECURE NON-ENCRYPTED COMMUNICATIONS

The average law firm sends tens of thousands of emails a year. But since many email systems are not encrypted, those email communications are not 100% secure from prying eyes. How can law firms communicate with clients via email in a way that protects client confidentiality and sensitive information?

Law firms without encrypted email have typically employed these tactics:

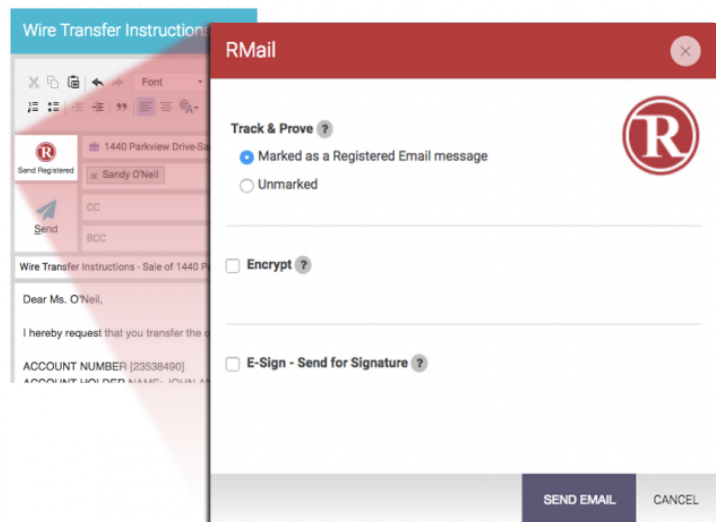
- » Limit sensitive information to face-to-face meetings.
- » Include disclaimers and confidentiality statements in the footer of emails.
- » Password protect documents when sent via email.

However, there are two major problems with the current solutions:

- » Poorly secured Wi-Fi connections used by many clients make it easy for emails to be compromised.
- » Hacking email accounts has become so prevalent that it is almost inevitable.

Despite these issues, according to a 2015 Legal Tech Survey, only 35% of lawyers used encryption on their emails. Fortunately, software tools like Zola Suite make email encryption easy.

Zola Suite is seamlessly integrated with RPost so encrypting sensitive emails sent to clients is just a few clicks away. RPost works with a law firm's existing email address and sends the email message encrypted with no need for additional software or downloads. The Zola/RPost integration also allows a law firm to receive court-admissible proof of delivery.



3

STREAMLINED BILLING & SECURE PAYMENTS

Every law firm knows that time is money for lawyers. That's why efficient, effective, and streamlined billing systems specifically for lawyers are critical. Law firms face three major problems in billing:

- » Inaccurate time-tracking
- » Inaccurate and late invoicing
- » Limited or inconvenient payment methods

Accurate tracking of time: Since tracking a lawyer's time can easily become a separate and demanding job, time-tracking systems that are intuitive and fully integrated into a law firm's software tools is necessary. Zola Suite makes it easy to track time on a desktop or mobile device. Timers are integrated into case-related emails and the system allows users to designate time entries as flat-fee if they need to.

Timely and accurate invoicing: The accuracy and timeliness of invoices matter. Invoices sent weeks after a matter has closed may not be considered urgent by a client. Also, invoices that have inaccuracies can destroy trust and make clients reluctant to pay even after corrections are made. This is why good legal practice management tools' invoicing systems are fully integrated with the time-tracking system, making it easy to automatically send out invoices as soon as a matter is closed.

Convenient payment methods: Any law firm that requires clients to pay only by check is clearly stuck in the past. Since check fraud is on the rise, using checks is also risky for clients and lawyers. **As of 2015, check fraud accounts for 37% of losses suffered by financial institutions.** And as online and credit card payments become more secure, many fraudsters are turning to check scams. But what about law firms that offer few convenient ways to pay by credit card online or through their own custom mobile app? Today's legal market requires that law firms use payment methods that make it easy to pay an invoice from anywhere—clients are expecting nothing less. Law Pay integration makes it easy for law firms to send invoices electronically so clients can pay invoices and retainers from anywhere.

New Retainer

DATE: 3/1/2017

PAYER TYPE: Primary Client

FROM: Enoch Thompson

MATTER: 00036-US v. Thompson

TO ACCOUNT: Chase Bank Account

AMOUNT: \$5,000.00

PAYMENT METHOD: Credit Card - LAWPAY

NOTE: Trust Retainer

CREDIT CARD INFORMATION:

3723 131412 31312 2618

ENOCH L. THOMPSON

03 / 2018

2618

52 Boardwalk

Atlantic City NJ 00232

REQUIRED PROCESS PAYMENT CANCEL

CONCLUSION

Law firms need legal practice management tools that address the issue of document management, email encryption, and convenient payment methods if they want to meet client expectations and effectively tackle their most common vulnerabilities.

For more information about Zola Suite, and their team's mission to marry the power of productivity with best in class cybersecurity options visit their website at ZolaSuite.com or [schedule a demo](#).