# Switch your Law firm on to network security and phone fraud threats

AKiXi

AVAYA Edge Sapphire

CityFibre

entanet a CityFibre company

Gamma Gold Partner

SOLUTION IP

Telephony crime including VoIP and SIP fraud cost UK businesses £1.5bn last year.

The average cost of an incident is £10,000 and cost 24% of businesses like yours more than £700k.

84% of UK businesses vulnerable to hacking.

# It's time to face facts

Let's face it: your firm's vulnerability to security breaches and fraud can be an uncomfortable topic. One thing's for sure though: the threats aren't disappearing.

So what do you need to know to better protect your firm? Many businesses lack fraud awareness, so the first step is to raise awareness of the scale of the current threat, which PWC has described as "A perfect storm of risks".

# Summary: what do you need to consider?

**This guide provides a useful introduction to security and fraud issues, so you're ready for a more informed discussion with your communications technology partner.**

## 1. Highlight the challenge

- The scale of the problem
- Identify security vulnerabilities
- Reputational risk

## 2. Technology investment

- Management information
- Technologies match capabilities?
- Customer and service impacts?

## 3. Security by design

- Cyber threats
- Process
- Wider benefits

# Need help? Book a free consultation

Book now

**Annual cost of UK phone fraud**

**£953m**

# What's the problem?

## A perfect storm of risks

In this era of unparalleled public scrutiny, today's firms face a perfect storm of fraud related risks – internal, external, regulatory and reputational.

**Adopt a new, more holistic view of fraud.**

## Phone fraud

Phone fraud alone costs UK businesses an estimated £953 million annually, leading to bill shock and operational disruption.

**Security isn't a convenient add-on to your communications infrastructure – it needs to be designed-in from the get-go.**

## Identify your firm's security vulnerabilities

In PWC's latest Global Economic Crime and Fraud Survey, 49% of companies reported having been victims of fraud or economic crime – up from 36% in 2016.

**Every firm has security vulnerabilities. The earlier you identify yours, the sooner you'll be able to act.**

## Changing attitudes and reputational risk

Public and regulatory attitudes to corporate liability have changed. There's a greater expectation that firms protect themselves effectively against security breaches and phone fraud – and are held accountable to rigorous regulatory measures, when failures occur.

Reputational risk is likely to be greater for law firms, where professional integrity and client confidentiality are paramount.

When a problem like a security breach occurs, you can't control the speed at which news may spread – or how the adequacy of your firm's response will be judged in the court of public opinion.

**Make sure your leadership team understands the reputational aspects of security and fraud management, and the importance of investing in robust system security.**

# Foundation Technology Investment

## Management information

There's a huge range of innovative communications solutions on the market that include advanced security features designed to protect users against fraud. Information is key, and monitoring and analytics features can transform firms' ability to identify and counter unusual or suspicious activity.

**What monitoring features and management information do your current network and phone systems offer?**

## Emerging technologies and internal capabilities

Choosing the best solution for your needs is critical. Emerging technologies can look attractive, but only if you have the skillset to make optimal use of them. On the other hand, you can't afford to be late to the party, or you'll lag behind the fraudsters.

**Work with a reputable and established specialist like Solution IP to find the optimal security and fraud protection for your firm. Assess each technology's effectiveness at keeping you ahead of the fraudsters, versus the cost.**

## Customer impacts

Your clients want to be reassured that your firm has a tight grip on security and fraud threats. At the same time, they don't want 'customer friction', where communications security measures negatively impact their experiences dealing with your firm.

**Get the balance of your security approach right, acting responsibly and appropriately, while avoiding negative client impacts.**

## Service continuity

If your systems are taken down due to a security breach, how will you get them up and running again to minimise business disruption and negative client experiences?

**Discuss robust, automated disaster recovery processes with your communications solutions partner.**

# Security by design

## Cyber threats and fraud

Cybercrime is a highly sophisticated, global phenomenon, with threats including phishing, malware and ransomware. It has the potential to cause heavy costs and disruption to every business.

**Work with your communications partner to put security and fraud prevention at the heart of your network connectivity and telecoms solution.**

Here's the model we follow at Solution IP

## Build it in

Security and fraud measures are not 'add-ons' to consider towards the end of the process of upgrading your communications infrastructure.

**When sourcing new network, connectivity and telecoms solutions for your firm, make sure your communications partner designs-in security appropriate to your needs.**

This is central to robust day to day operations for your firm, and is built-in to the planning, design and build stages of our end-to-end approach at Solution IP.

## Discover

Technical audit
Inbound and outbound performance metrics
Integration needs
Location analysis

## Design

Project Manager/Lead Engineer
Components, carriers, integration
Integration – liase with new and exciting carriers
SLA requirments
Disaster recovery requirments
RAID risk assesments
Timings
Proposal delivery

## Build

Connect with external networks
Activate new services
Integrate CRM
Integrate operational MGT systems
Security – Automatic fail overs

## Power up

Full end to end deployment
Engineers on-hand to assist with solution design.

## Runs 24/7

Dedicated account manager
Regular reviews
Automatic fail safes
Automated disaster recovery processes

# Security by design

## Cyber threats and fraud

Cybercrime is a highly sophisticated, global phenomenon, with threats including phishing, malware and ransomware. It has the potential to cause heavy costs and disruption to every business.

**Work with your communications partner to put security and fraud prevention at the heart of your network connectivity and telecoms solution.**

Here's the model we follow at Solution IP

## Build it in

Security and fraud measures are not 'add-ons' to consider towards the end of the process of upgrading your communications infrastructure.

**When sourcing new network, connectivity and telecoms solutions for your firm, make sure your communications partner designs-in security appropriate to your needs.**

This is central to robust day to day operations for your firm, and is built-in to the planning, design and build stages of our end-to-end approach at Solution IP.

## Operational efficiencies and more

When planning anti-fraud measures it's easy miss some of the positives. Beyond protecting your firm against possible financial, reputational and regulatory damage, any system review can raise opportunities for efficiencies, and for improving the experiences of your clients.

**Make sure the broader potential benefits of proposed security measures are fully explored, and included in the business case.**

# What to do **next**

Put security at the centre of your firm's communications infrastructure, by booking a jargon free, 'no strings' consultation with our experts. They will provide clarity and advice based on many years' experience assisting law firms with the design and installation of secure, robust and smart communications solutions.

Book now


"Solution IP have provided us with outstanding service and support from day one. They really take the time to understand our business and deliver the solutions we need"

**Barcan + Kirby**

Watch case study

Read the long version

Solution IP has been working with law firms as a preferred supplier for over 12 years, and brings extensive knowledge of the procurement and installation process.

Watch Hydrock case study