

## Case Study | Kingsley Napley



# Securing IT systems and client relationships

## At a glance

### Situation

- Increasing dependence on IT
- A regulatory environment requiring tight security
- A vision for client portals to further enhance quality of service

### Solution

- Rigorous penetration testing of systems and web applications
- Support for the launch of a secure client portal
- Ongoing annual penetration testing and IT security audits

### Benefits

- Client confidence in their own IT systems
- Compliance in a regulated sector
- Secure systems and leading working methods that help Kingsley Napley win new business.

## The client

# Kingsley Napley

**Kingsley Napley is an internationally recognised law firm based in central London. Its wide range of expertise means that it can provide support for its clients in all areas of their business and private life. Founded in 1937 by Sidney Kingsley and Sir David Napley, the firm grew from a litigation and property practice to become best known for its representation on criminal and fraud matters. The firm then expanded its business services sectors, acting on high value merger and acquisition deals such as the purchase of the London Heliport while continuing to act in high profile criminal and regulatory investigations. They have built a high reputation in employment, advising regulators such as the Health and Care Professions Council (HCPC, formerly the Health Professions Council (HPC)) and acting for Chief Police Officers.**

# IT security expertise helps top law firm enhance services and win business

## Situation

During the last several years, Kingsley Napley has not only focused on its traditional areas of expertise, but expanded its business services sectors, acting in high value merger and acquisition deals such as the purchase of the London Heliport while continuing to act in high profile criminal and regulatory investigations.

Increasingly for this leading law firm, IT was moving away from being simply an internal function. Kingsley Napley's forward-thinking senior management team saw that IT could help create strategic advantage.

A law firm consists of high-calibre professionals who need to focus their attention 100% on legal issues and client service. Understandably, they expect IT to work seamlessly to meet their needs, and so enable them to deliver an exceptional and secure service to clients.

With this in mind, the firm decided to invest further in IT, and achieve the highest standards of support, connectivity and security. To drive this initiative

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forward the firm brought in Thereza Snyman as Head of IT in 2011.

Snyman recalls that she met with the Management Team in 2011 and outlined the scale of the challenge: "I proposed a three-year strategy to deliver a state-of-the-art and agile IT platform. Central to this plan would be the ability to demonstrate compliance with high levels of IT security for our team of lawyers and our clients."

### A new way of working

Over the last two to three years Kingsley Napley has made considerable progress towards its strategic IT objectives, and has recently launched its first case management and document management portal available to some of its institutional and regulatory clients.

Snyman explains: "Some of our legal work - particularly in the areas of our Regulatory and Immigration Practices - is process-driven and we handle hundreds of cases at any one time. We needed a client portal because speed, efficiency and

quality of service are key factors for both our lawyers and our clients - and because our clients expected and demanded it.

"We recognised that clients would benefit from being able to log on to the portal to assess milestones, run reports and update themselves on the status of each case. But at the same time we needed assurances - as did our clients - that the new service would be reliable and secure.

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## Solution

When Snyman took up her role as Head of IT, certain aspects of Kingsley Napley's IT infrastructure - such as the management of firewalls and networking - were outsourced. "I felt reasonably comfortable that our systems were well managed," she says. "However, I wanted transparency and control of the situation. I wanted to be 100% certain that our systems were as secure as our circumstances require."

Snyman therefore asked ACSN to conduct a penetration test to assess the IT security risks and identify any holes and weak points. She also had in mind Kingsley Napley's intention to launch a client portal for selected clients.



### Photos

**Above:** Kingsley Napley's lawyers are leaders in their field and the firm's practice areas are highly ranked by the legal directories. *Chambers UK, A Client's Guide to the UK Legal Profession* describes the firm as "having a fantastic reputation in the market". **Page 3:** The Central Criminal Court, London. Kingsley Napley is best known for its representation on criminal and fraud matters but has expanded into many other legal areas.

Snyman continues: "I contacted ACSN because I wanted the eagle-eye of a team of IT security specialists. I needed a trustworthy, independent view on whether or not we were vulnerable to intruders."

### **Rigorous testing and full compliance**

ACSN's rigorous testing pinpoints all system and web application weaknesses that leave firms open to attack. ACSN identified the scope for manipulation, breach and fraud, and, critically, helped to ensure that Kingsley Napley complied fully with its obligations under the Data Protection Act and the Code of Conduct of the Solicitors Regulation Authority.

ACSN provided a detailed penetration report to Kingsley Napley. "ACSN's report was thorough and reassuring in that it identified a few high-risk issues, which were dealt with immediately, and several other medium and low-risk issues," says Snyman.

She continues: "In particular, it was important to ensure that the planned client portal would be fully secure. ACSN identified a few areas of vulnerability that needed to be addressed before launch. This gave me peace of mind - we could proceed in the knowledge that our IT infrastructure was fundamentally secure and would support secure remote working and extranet-style working models.

"The professionalism of ACSN's expertise in this area enabled us to launch the portal service smoothly, and our lawyers and our clients were able to have confidence in the system."

*"ACSN's expertise and guidance were invaluable in achieving the standards of security we were aiming for."*



## **Benefits**

"Thanks to ACSN's expertise we are as confident in the capabilities and security of our IT as we expected to be," continues Snyman.

Elaborating on the wider business benefits of working alongside out-and-out specialists in IT security, she says: "We now have peace of mind in that the security of the client portal has been thoroughly vetted. Moreover, we are seeing clear business benefits in that our clients can monitor progress themselves, which means our lawyers spend less time on administration and more time working on the case, which is clearly the most powerful, valuable and beneficial use of their time."

Snyman also stresses what a good fit ACSN's people are in terms of their personalities and approach: "ACSN has a very high level of expertise and professionalism that reflects our own culture. We trust them and they are just easy to deal with.

"Kingsley Napley adopts a best-practice approach at all times, as does ACSN. That's very reassuring for us as a law firm," she adds.

### **Professional excellence**

The legal services industry is a highly regulated environment where corporate governance and compliance is increasingly important. The Solicitors Regulation Authority, for example, has set a clear programme of regulatory reform and organisational and cultural change. Kingsley Napley needs to be sure that it complies in all areas and continues to operate to the highest standards.

Snyman explains: "Kingsley Napley acts on a number of alleged white collar crime cases - representing corporate and individual clients throughout investigations conducted by the FSA's Enforcement division. A secure and compliant IT system is therefore an integral part of the

professional excellence that Kingsley Napley delivers."

She concludes: "In particular, our regulatory clients are aware that our systems are audited by IT security experts, which gives me peace of mind under scrutiny. I have no doubt that ACSN's involvement helps us to remain competitive. Our clients - particularly institutional clients - increasingly insist on adherence to security best practice. We can demonstrate that we take security and compliance very seriously indeed."

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## About ACSN

ACSN is a specialist in IT security management. Our team of highly qualified and experienced IT security specialists ensure that our clients' IT systems meet compliance and regulatory standards and are fully protected from unwanted penetration and intrusion.

Our services range from penetration testing and security audits to complex firewall management and co-managed services that provide day-to-day management and support of all network security against the very latest threats and security issues.

ACSN adopts the very highest standards in its qualifications and accreditations, following industry best practice and applying innovative techniques. This gives our clients complete peace of mind that their IT systems remain safely protected.

We pride ourselves on our ability to deliver flexible solutions 24x7x365 and blend our expert services with each client's internal resources to provide a comprehensive, reliable and scalable IT security management solution.

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## ACSN clients include:

Barefruit | Capita Insurance Services | Gallagher Heath | Kingsley Napley  
Royal Opera House | The Science Museum Group | United National Bank UK

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Call us on 0845 519 2946 or email [info@acsn.co.uk](mailto:info@acsn.co.uk) to learn more about how we can help your organisation optimise IT security.



ACSN Limited, 12-16 Clerkenwell Road, London EC1M 5PQ United Kingdom  
Telephone: +44 (0)845 519 2946 Fax: +44 (0)20 7324 6314 Email: [info@acsn.co.uk](mailto:info@acsn.co.uk)  
[www.acsn.co.uk](http://www.acsn.co.uk)