



Bristows

CASE STUDY

Firmly resilient:

Bristows' winning security strategy with Reliance Cyber

Bristows

INTRODUCTION

In the high-stakes world of legal services, where client confidentiality is paramount, renowned law firm Bristows faced a crucial challenge: upgrading its cyber security to protect against increasingly sophisticated threats.

This case study showcases the multifaceted impact of Bristows' strategic partnership with Reliance Cyber, a leader in cyber security solutions. It highlights how the collaboration not only strengthened the firm's digital defences but also improved operational efficiency, further cemented client trust, and upheld its position as a market leader.



Bristows, a law firm renowned for its commitment to cutting-edge technology and impeccable client service, understood the need to advance its cyber security infrastructure in the context of an ever-evolving threat landscape with increasing threat vectors.

In an era where robust data protection is more important than ever, the firm's dedicated IT team had consistently performed well in managing the firm's users and infrastructure. Despite their competence, the size of the team meant that providing comprehensive cyber security coverage was challenging and time-consuming. As the IT team's time became increasingly absorbed by the array of security-related responsibilities, it diverted their focus from other critical tasks necessary for advancing the business strategy and supporting day-to-day operations. Given the increasing number, complexity, and evolving nature of cyber threats, there emerged a clear opportunity to augment their capabilities by leveraging specialised expertise.

THE CHALLENGE

The primary challenges that Bristows faced in its cyber security journey were multi-dimensional:

- **Adapting to dynamic cyber threats**

The firm needed to navigate an ever-changing threat landscape, especially in the aftermath of the global shift towards remote work

- **Resource constraints**

With a limited in-house IT team, the firm required external expertise to bolster its cyber security efforts, ultimately allowing them to dedicate more time to their core activities

- **Managing alerts**

The firm faced the challenge of managing a high volume and complexity of security alerts. Speed and effectiveness in addressing these alerts were crucial to maintain uninterrupted and secure operations

- **Safeguarding sensitive data**

As a legal firm handling confidential client information, Bristows had to ensure compliance at all times with stringent data protection laws. Safeguarding sensitive client information was paramount

- **Proactive and strategic support**

Bristows needed a reliable partner who could not only manage their cyber security effectively, but also contribute to their strategic vision moving forward. They required a partner who could act as an extension of their IT team, offering proactive guidance and support in aligning cyber security initiatives with the firm's broader goals

“The investment in the services we leverage from Reliance Cyber is justified many times over by the savings in potential breach costs”

remarked Wood, the firm's IT Director.

A trusted supplier

Recognising Reliance Cyber as a trusted supplier, Bristows turned to them when the need arose to enhance their security function. This marked the beginning of a transformative shift in Bristows' approach to cyber security. The collaboration expanded from smaller projects into a strategic alliance, fundamentally reshaping how Bristows managed and anticipated cyber risks.

- **Customised cyber security strategy**

Recognising the unique requirements of a leading law firm, Reliance Cyber developed a customised cyber security plan for Bristows. This strategy encompassed advanced threat detection, XDR, rigorous data protection measures, and continuous system monitoring, ensuring a robust defence against evolving cyber threats

- **Proactive comprehensive threat detection and management**

The implementation of Extended Detection and Response (XDR) significantly bolstered the firm's threat detection capabilities. Chris Jory, the IT Manager at Bristows, remarked, "Ever since we onboarded Reliance Cyber's XDR services, we've seen a remarkable improvement in threat detection and response efficiency." Chris went on to say, "Our team used to have to deal with an exhaustive amount of alerts which absorbed their time, now we have the Reliance team on hand who can pick up issues and deal with them, so we can get on with our day jobs"

- **Advanced threat intelligence and incident response**

The partnership also excelled in proactive threat hunting and rapid incident response. Reliance Cyber's advanced threat intelligence capabilities are pivotal in maintaining the integrity of the firm's data. Their proactive stance, focusing not just on tackling immediate threats but also on anticipating potential vulnerabilities, ensures that Bristows is always a step ahead in the cyber security race. This level of responsiveness and foresight is crucial in a landscape where threats are not only diverse but also constantly evolving

- **Continuous advisory and support**

Beyond just implementing solutions, Reliance Cyber provides ongoing advisory and support services. These include regular updates on the cyber security landscape, as well as quarterly business reviews with practical and strategic actions and outcomes. These touchpoints ensure Bristows' cyber security measures are dynamic and evolve in line with emerging threats and technological advancements. Bristow's IT Director, Philip Wood explained, "Reliance Cyber's guidance has been instrumental in helping us stay ahead of potential threats. Their deep and current understanding of our strategic objectives allows them to tailor the cyber security strategy to support our growth and evolution seamlessly." This foresight ensures that Bristows is always prepared for the next challenge, avoiding potential "speedbumps" in their growth journey

THE OUTCOME

Operational improvements and long-term benefits:

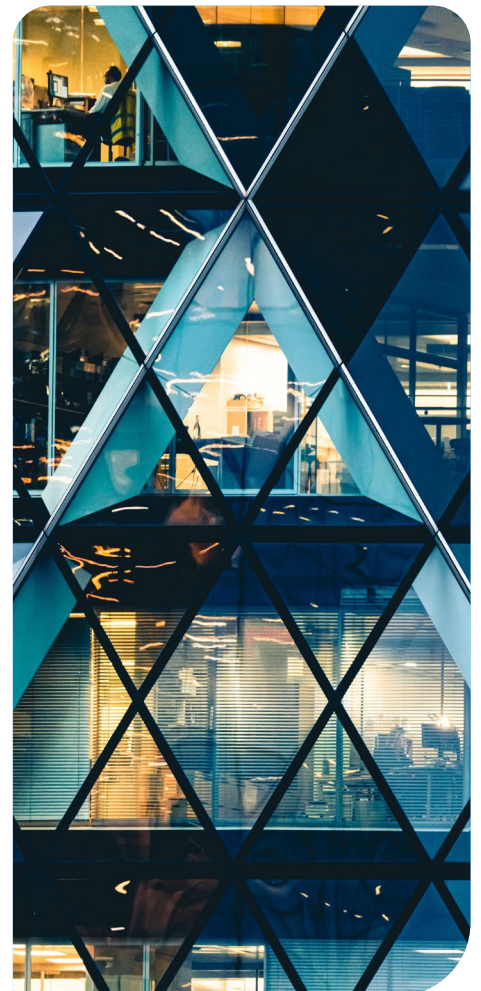
The collaboration with Reliance Cyber has further enhanced the firm's already impressive operational efficiency and has introduced additional long-term advantages to Bristows, building on its status as one of the most successful international firms.

Mitigating risks and reduced workload

The partnership has significantly lightened the load of the IT team, alleviating them from the constant pressure of managing cyber security threats. This shift has allowed them to concentrate on other vital operational aspects crucial for the firm's advancement. Chris Jory, the IT Manager, explained, "It's not just about the advanced tools, it's the peace of mind that comes with knowing we have Reliance Cyber watching our back." This sentiment was echoed across the IT department, reflecting an overall appreciation for the reduced burden and heightened security.

Expertise on demand

The availability of Reliance Cyber's expertise means that cyber security issues are addressed not just efficiently but with a depth of knowledge and experience that was previously unattainable. Bristow's IT Director praised this aspect, "Reliance Cyber's expert team consistently delivers responses that are not only rapid but also deeply informed, aligning perfectly with our needs in this dynamic and demanding business landscape. Their ability to quickly make sense of complex issues and provide applicative insights is invaluable in keeping our operations agile and secure in a landscape of ever-evolving cyber threats."



Bespoke and agile service delivery

Reliance Cyber is a relatively small scale organisation compared to larger industry players. This has translated into a unique advantage for Bristows, giving them a highly bespoke and tailored approach to cybersecurity. This personalisation ensures that services are precisely aligned with the firm's specific needs. "What sets Reliance Cyber apart is their ability to be dynamic and adaptable," commented Wood, "Their size allows for a flexibility that's simply not feasible with the larger, more rigid structures of bigger companies." This agility is further complemented by Reliance Cyber's commitment to being readily available, providing direct and immediate access to their expertise. "When we reach out, we connect with the right people quickly, avoiding the convoluted pathways often encountered with larger providers," the IT Director adds. This aspect is crucial in the cybersecurity domain, where prompt action can be the difference between a secure network and a compromised one. Additionally, as a pure-play cybersecurity firm, Reliance Cyber's sole focus on this area means they are completely dedicated to the field, with significant investment in both cutting-edge technology and staff expertise. The IT Director affirms, "Their specialised focus and investment in technology and talent means we're not just a client among many, we're a priority, and that's invaluable for our peace of mind and security."

(Studies have shown that proactive investment in cyber security leads to higher customer trust and increased revenue opportunities" - In Lee, Business Horizons, 2021. Source: Consensus.)

Upholding reputation and demonstrating commitment to clients

The implementation of advanced cyber security measures through Reliance Cyber is a reflection of Bristows' consistent commitment to providing top-tier services. This not only reinforces the firm's long-established reputation for excellence, but also serves as a compelling selling point for prospective clients.

Financial predictability and Return on Security Investment (ROSI)

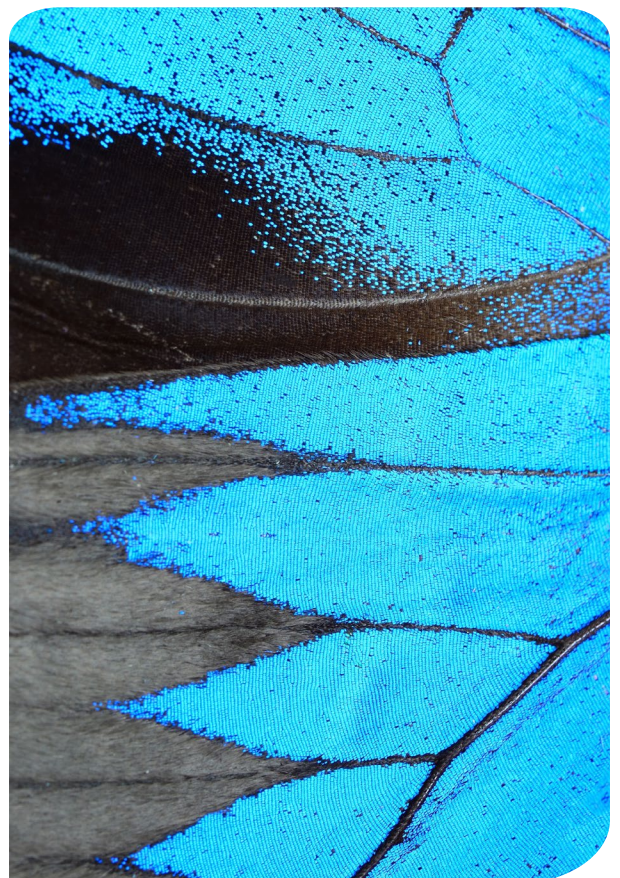
Investing in Reliance Cyber's services has proven to be financially prudent and offers the advantage of predictable costs. By preventing potential breaches, the firm has avoided the substantial costs and reputational damage associated with such incidents.

CONCLUSION

The collaboration between Bristows and Reliance Cyber is a prime example of the critical importance of effective cyber security in the legal sector. This unique partnership has enhanced Bristows' ability to combat thwvmic threats of the online world, while also reinforcing its commitment to protecting client confidentiality.

Bristows partnership with Reliance Cyber is more than just about getting technical help. It's about making smart choices that help the firm grow. It lets the IT team, the IT Director, and the board focus on what they do best, knowing that their cyber security is in expert hands.

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