

From Risk to Resilience: How a Mid-Size Law Firm Fortified Its Cybersecurity



AT A GLANCE



This Calgary-based, mid-size litigation firm has built a reputation for its client-focused, tech-forward approach. Specializing in personal injury and employment law, its 150-member team combines legal expertise, technology, and strategic insight to deliver exceptional outcomes.

To protect the large volumes of sensitive client data they manage daily, the firm sought a dedicated cybersecurity partner near one of their local locations. **They needed proactive threat detection, rapid containment, and clear communication to reduce internal workload, maintain client trust, and safeguard business continuity.**

CHALLENGES



The law firm had been working with multiple MSSPs across different locations, which provided coverage but required extra coordination. To simplify operations, the law firm sought to consolidate services and have a single point of contact for all cybersecurity needs.

Their priority was full threat containment and remediation, proactive management across all devices, and a dedicated partner to reduce internal workload and improve incident response in their office environment.

Rather than a full Managed IT Services Provider, the firm focused on finding a cybersecurity partner with end-to-end expertise. This led to an initial conversation with SysGen, setting the stage for a tailored solution to close gaps, streamline management, and deliver long-term cybersecurity protection.

SYSGEN'S PROPOSED SOLUTIONS



SysGen offered the law firm managed cybersecurity solutions that went beyond the firm's previous MSSPs. SysGen's approach includes full remediation, in-depth investigation, and accountability for any discovered vulnerabilities. With Managed Detection and Response (MDR) built into our tools, services, and response plans, SysGen combined advanced technology with expert support for a tailored, holistic cybersecurity solution.

SysGen's proposed solutions for the law firm's cybersecurity practices include:



Cybersecurity Protection: Advanced threat detection and response tools specifically designed for the legal industry.



Policy Development: SysGen is currently working to design custom cybersecurity policies and procedures to align with legal industry standards and regulatory requirements, with implementation planned to strengthen security governance.



Training: Comprehensive user training to help staff recognize and respond to security threats.



Full Remediation Services: Commitment to resolve any security issues uncovered, with full accountability.

THE PROCESS



After selecting SysGen as their chosen MSSP, the law firm began a structured onboarding process to address critical security gaps. SysGen worked with the law firm to assess their cybersecurity environment, in the process of deploying and configuring advanced tools, and the plan to implement proactive monitoring across all devices and network areas, ensuring protection was immediate and tailored to the firm's needs. **Here's how the process began:**



Onboarding & Assessment: SysGen evaluated the law firm's current cybersecurity practices and environment to align on goals, workflows, and expectations from the law firm and their team members.



Structured Deployment: After the evaluation, cybersecurity tools were rolled out systematically to minimize disruption, with ongoing communication to ensure a smooth transition.



Investigation & Remediation: SysGen proactively scans for threats, attack attempts, and actively resolves vulnerabilities before they escalate and ensures the environment remains secure.



Tool Management: The law firm sought a proactive and local MSSP to assist with full threat containment, management across all devices, and dedicated resources to ease internal workload. With **SysGen's ESS Premium offering**, the law firm's security tools were fully configured and optimized for their unique IT environment setup.



Policy Development: SysGen is in the process of tailoring and developing new policies to promote secure user behaviour and ensure compliance with legal industry standards.



User Training: The law firm's staff received tailored training to recognize and respond to cyber threats effectively, building a strong human firewall.

THE OUTCOME



- Smooth implementation of cybersecurity best practices with minimal disruption.
- Dedicated support for numerous platform integrations, including M365, email filters, and firewalls.
- Weekly check-ins with the SysGen team ensured the rollout stayed on track.
- Tailored, automated staff training, including phishing simulations and updated best practices.
- Streamlined tool management reduced internal workload and improved efficiency.
- Dashboards and reporting tools are in progress to provide ongoing visibility into system performance and staff training.



Onboarding completion with weekly progress check-ins.



Currently integrating multiple platforms across the firm's systems to streamline operations and improve security visibility.



Less time spent managing phishing campaigns.



Stronger cyber readiness: Automated training with real-time user performance tracking and reporting.