



Keeping Order

How Legal Firms Can Overcome the Challenges Presented
by Joiners, Movers & Leavers

When people are the lifeblood of your business, it pays to keep people-centric processes running as smoothly as possible. For legal firms in particular, it's a challenge that pays off.

We should probably start by acknowledging the importance of people in every business, no matter the sector. Employees help organisations to reach their goals, keep customers happy, and support one another in their successes.

With people comes the responsibility of managing individuals – not just on a daily basis, but also at the different junctures of their careers: when they join, when they move roles, and when they leave.

Although these junctions are huge milestones for the individual, they also have a lasting impact on organisational processes; as affecting as they might be on an employee, it's the organisation which is most profoundly influenced.



Who Are the Joiners, Movers, and Leavers?



Joiners

From day one, they need to have the ability to access the information and resources which will allow them to do their job. Hitting the ground running is difficult to do when logins haven't been set up and permissions are out of reach. These obstacles lead to inefficiencies as team members attempt to sort the problem and struggle to find tasks for joiners to complete in the meantime.



Movers

These are the individuals who travel throughout the organisation in different roles, and who – in a lot of cases – gather up extra permissions in the process. This leaves sensitive information unsecured and some users are privy to information outside their remit. When the JML process is optimised, however, movers benefit from having the right access for the job they're doing right now, empowering them to work efficiently whilst protecting the organisation's data.



Leavers

We all like to think that our employees – especially the best ones – will be with the business forever, but unfortunately it's not the case. Whether through their own decision to move on, retirement, or dismissal, individuals will leave the business. In that instance, access to confidential information must be revoked immediately to close potential security breaches. Although it might seem cold to close the door on a former team member, it's crucial for the good of the company.

JMLs in the Legal Environment



The legal sector is one of the grand old dames, up there with construction, finance, and manufacturing. It's a crucial pillar of our society, and with that status comes a huge amount of responsibility around protecting data. It's no surprise, then, that legal firms are held accountable to a stringent amount of regulatory compliance.



This is why JMLs pose such a risk. The legal sector has a lot going on, with associates jumping on cases and sensitive information being disseminated between various parties, all in the interest of upholding the law. Having individuals with permission to view information that they shouldn't be viewing is a danger – meanwhile, associates can find themselves stalling when permissions aren't available immediately, slowing down workflows and causing additional work.

JMLs in the Legal Environment



There are positives to celebrate as well: a tightly controlled JML process ensures that people only have access to the resources that they should have, enabling a detailed audit trail that shows who has had access to which resources and how they came about it. What's more, firms can deploy proper Separation of Duties to ensure that the opportunities for inadvertent conflicts of interest to arise are greatly reduced.



In our experience, it's not uncommon to find the JML process still handled entirely manually, with HR professionals responsible for inputting details. Of course, that leaves the process open to human error and delay in staff being able to work effectively.

Lessening the Impact



As reported in [PwC's Annual Law Firms' Survey 2018](#), 100% of the top 10 firms identified technology as a priority in 2019. Acting on that ambition is how legal firms will be able to automate the JML process and ensure that data is protected. Legal firms are ready to rise to the challenge and embrace new technological solutions to do exactly that.



In this case, automating the JML process - including provisioning and de-provisioning user accounts - is the key to removing a huge and persistent security threat. Our team have previously done exactly that for a number of organisations, including a [Top 10 global law firm](#).



JML is a constant challenge within the legal sector, and when handled properly it can also reap amazing benefits. Thankfully, the technology is available to overcome the hurdles such a process presents. By embracing the solutions on offer, legal firms can follow through on their ambitions, remain compliant, and best of all, they can carry on doing what they do best without concerning themselves with tedious manual processes. Who wouldn't want that?

Case Study

“We could tell from the outset of the engagement with Identity Experts that we had made the right choice,”

Program Manager, Top 10 global law firm

A top 10 global law firm with over 5,000 staff operating in 39 countries had grown significantly in recent years, fuelled by a number of mergers. This caused issues with regard to IT infrastructure, a program manager at the firm explained.

“Although we use the Microsoft stack of technologies across our organisation, the near-constant change to personnel numbers meant that keeping things like Microsoft Active Directory (AD) and OUs up-to-date was getting increasingly difficult.

“With everything else that we were undertaking, the necessary expertise to undertake this clean-up task was not available in-house. As a result we decided to look for a partner who could initially help us with this and other more specialised Microsoft technology issues.”

Identity Experts’ consultants carried out a thorough analysis of the existing situation. The firm had already implemented Microsoft Identity Manager (MIM), but needed help getting it operational to ensure the consistency and correctness of AD data across the entire organisation.

“Their approach was open and flexible and presented us with the options available to solve our problems, allowing us to explore the right one for us,” said the program manager.

Who Are Identity Experts?

Our team of passionate identity and cybersecurity experts are ready to work with you to secure your organisation and its data.

Founded in 2014 by directors Paul Green and Danny Grogan, Identity Experts has since evolved into a team of over 30 experienced and knowledgeable individuals. Despite our continuing growth, we continue to work closely with our customers, resulting in valued, long-term relationships.

We also understand that organisations face challenges unique to them, their industry, and their circumstances; we're fanatical about providing the right solutions to suit our customers' individual needs. Customers get to enjoy the easy life, getting the best out of the technology they use, while we take care of the complicated stuff.



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Identity Experts

