

Case Study

Preserving Client Confidentiality with KnowBe4 Cloud Email Security

**rwk
goodman****Industry**

Legal

Location

UK

Challenge

Maintaining client confidentiality and data security while minimizing human error risks, including misdirected emails and accidental data exposure.

As one of the UK's leading law firms, RWK Goodman provides clients with a range of personal and business legal services. The team at RWK Goodman consequently communicate with a diverse customer base, regularly sending and receiving sensitive data via email.

Eliminating Potential Email Data Breaches

Dave Eagle, Manager of IT Operations and Innovation at RWK Goodman, explained how their use of KnowBe4 has expanded: "Preserving client confidentiality and keeping sensitive data secure is the highest priority for our team – and it always has been. We started out using KnowBe4 Protect to make sure all our emails to clients were encrypted."

At a Glance

- ▶ Government and industry-certified email encryption via Microsoft 365 plug-in
- ▶ Contextual machine learning to analyze emails and attachments for correct recipients
- ▶ Eliminate potential data breaches at the point of send
- ▶ Analytics to track when employees accept advice and prove business value

Protect provides government and industry-certified email encryption, including for large file attachments, via an easy-to-use plug-in for Microsoft 365. As email has been increasingly relied on within the firm, particularly to support mobile working, Eagle and the team at RWK Goodman recognized the growing risk of human error that required a different approach to resolve it.

“It’s so easy to send an email intended to one recipient to another by mistake,” Eagle says. “Maybe they have similar names and Outlook autocomplete suggests the wrong address, or the sender is simply in a hurry and makes an honest mistake. With Protect we’re able to revoke access to encrypted emails, but we wanted to eliminate potential data breaches at the point of send.”

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Dave Eagle, Manager of IT Operations and Innovation,
RWK Goodman

RWK Goodman added KnowBe4 Prevent to their technology stack. The product uses contextual machine learning to analyze emails and attachments, ensuring they’re sent to the correct recipient.

“Prevent is in a different league than using static data loss prevention (DLP) rules for email, which can be frustrating for users and an administrative burden for our operations team,” Eagle says. “It works in the background and only alerts our employees when they’re about to make a mistake and misdirect an email, offering them genuine value and significantly reducing our risk profile.”

Using contextual machine learning, KnowBe4 Prevent analyzes email messages and attachments to ensure they’re shared with the correct recipient, and intelligently alerts users to any mistakes.

Finally, RWK Goodman has also benefitted from KnowBe4 Analytics, which provides detailed insight into how often advice is offered by Prevent and accepted by employees.

“We’ve found Analytics to be an extremely useful tool to prove ROI. We can see every instance where an employee has accepted advice over encryption levels or not sent an email to the wrong person. This has helped my team to see the big picture and prove value back to the business without needing to run complex reports.”

In their partnership with KnowBe4, RWK Goodman has enhanced client confidentiality and met corporate compliance goals, and benefitted from KnowBe4's usability.

"From the board down, client confidentiality is our top priority, and KnowBe4 ensures we're preserving that on email," Eagle says. "Additionally, it helps with our continued compliance journey as we strive to enhance our security accreditations. We also wanted to secure our email without impacting user experience or productivity. The feedback from employees is that KnowBe4 has been a strong success. Users particularly like Prevent's unobtrusive prompts and don't feel overburdened by them."

"It's also been really easy to deploy KnowBe4. I think we only needed to send a single awareness email round to staff," Dave says. "KnowBe4 has also always been great at taking our feedback, and helping us to use Prevent and Protect in tandem with iManage – and we continue to work together improving this integration work to further enhance our security options."



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Dave Eagle, Manager of IT Operations and Innovation, RWK Goodman



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