



## CASE STUDY

## Arctic Wolf Helps Zelle LLP Raise Security Posture and Ensure Client Confidence

### BUSINESS

Zelle LLP is an international boutique litigation firm with offices across the U.S. and in London. The firm specializes in practice areas related to antitrust and unfair competition, insurance, and commercial litigation.

### CHALLENGES

- Maintain appropriate security posture with comprehensive visibility
- Build security staff needed to analyze event log data
- Meet client obligations for cybersecurity

### RESULTS

- Reduced business risk with visibility across multiple offices and systems
- Flexibility to adapt to a changing environment and ingest new data sources
- Vulnerability scanning, reporting, and log retention to satisfy client questionnaires and requirements

“Arctic Wolf acts as a force multiplier for our IT team. The AWN CyberSOC™ service ensures Zelle’s and our clients’ data always remain secure. It has improved our security posture and helped us meet client security obligations.”

*Bryce Hustad, Director of Information Technology, Zelle LLP*

Zelle LLP has 150 attorneys and support staff located across nine different U.S. locations and an office in London. The firm has 165 endpoints and 65 servers along with a range of cloud services to support its attorneys and staff. Zelle’s client portfolio includes Fortune 100 enterprises with comprehensive cybersecurity requirements for their law firms and other vendors. To that end, Zelle’s legal engagements typically require conforming with corporate clients’ risk management requirements.

Significant data breaches that originate through work with subcontractors have driven awareness among large corporations to the potential risks vendors pose. Corporations now require their legal counsel to adopt stronger security measures than ever before. What were initially questionnaires evolved into a combination of questionnaires with review sessions.

According to Bryce Hustad, Zelle’s director of information technology, “Corporate clients frequently require signed attestation from us stating that we’ll follow specific cybersecurity policies, so it’s important the firm has a comprehensive solution.”

### Finding the Right Managed Detection and Response Solution

The firm has regular third-party vulnerability assessments performed, which provide suggestions on how to improve its security posture. Through this process, Zelle discovered that ramping up managed detection and response (MDR) was a significant security need.

In seeking to improve its MDR capabilities, Zelle evaluated three vendors in the space: TruShield, eSentire, and Arctic Wolf. Ultimately, Zelle selected Arctic Wolf. Not only did its SOC-as-a-service, the AWN CyberSOC, provide the robust functionality and skilled expertise that Zelle needed, but the service’s subscription-model pricing provided Zelle with business flexibility, allowing the company to scale security requirements as needed.

## Outstanding Results Across the Board

Zelle deployed the AWN CyberSOC™ over a year ago. Since then, the Zelle IT team has seen improved security all across its network and has met client requirements in a number of ways:

- 15-minute notification and resolution from when a high-level user provides law firm credentials to a known phishing site
- Greater frequency of vulnerability scans from quarterly to monthly to accommodate law firm customer requirements
- Increased log retention timeframe to meet changing customer requirements

Arctic Wolf helps secure Zelle's sensitive data by flagging suspicious events. And by eliminating events that turn out to be false positives, Arctic Wolf's Concierge Security™ team gives Zelle a greater ability to scrutinize their existing security controls, tighten policies, and validate Arctic Wolf's monitoring of their operations.

The AWN CyberSOC service has enabled Zelle to improve its security posture for far less than had they hired their own security experts and established an in-house SOC. As Hustad said, "When you compare the investment in Arctic Wolf to the alternative of doing things internally, the ROI is exceptional. I do not have to pay for SOC infrastructure and a 24x7 staff of security engineers. We could not provide nearly the same level of service internally for the cost we pay for Arctic Wolf's solution."

Working with Arctic Wolf has allowed Zelle to adjust how it uses its own IT team. Explained Hustad, "Using the AWN CyberSOC has pulled a lot of time back into our days. We no longer have to deal with excessive alerts. When there is something anomalous, we're notified. It is a huge relief and timesaver for us. It has improved our own security and allowed us to meet increasingly stringent client security requirements."

Reflecting on his experience working with Arctic Wolf's team, Hustad said, "Arctic Wolf has been great. People mean a lot. Everyone we work with at Arctic Wolf has been phenomenal."



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