

Cutting through the noise and doing business smarter for **Legal**

The legal industry has specific needs around compliance, privacy and efficiency within their own firms as representative of juridical persons, but also by extension of their clients whom they represent.

REQUIREMENTS

SECURE, MOBILE, AGILE

Legal professionals require managed business services that enable the secure collection, management and protection of data, software and vendor compliance. It is imperative that transparent processes are in place, especially when adhering to the recent enforcement of the General Data Protection Regulation EU 2016/679 (GDPR).

Itec Managed Business Services provides one point of contact to help identify and address these legal requirements within the framework of office communication, document management and overall security solutions to ensure:

- All Personal Identifiable Information (PII) is defined, mapped and stored
- Relevant software allows for easy storing, accessing and recording of information while maintaining the integrity of original versions
- Effective use of contract management to handle PII and GDPR compliance needs with vendors
- Integration of technologies across the business to enable securely managed omnichannel communication and collaboration across both internal and external teams to leverage collective intelligence and streamline operational efficiency

ITEC'S SOLUTION

DOCUMENT MANAGEMENT

MULTIFUNCTION PRINTERS

Itec's range of multifunctional printers are suited for small to large enterprise organisations, from desktop to production printing. Lawyers consider their multifunctional system the central hub for their daily work, as the bulk of their communication still needs to be in print.

Managing these paper-based documents takes up a lot of essential time every day. Itec's multifunctional devices, combined with a range of versatile document management software, greatly speed up document handling and increase the data security of printed and scanned documents:

- Set up individual workflows that reflect the way they work
- Multiple jobs can be combined and executed automatically
- Processes integrate deeply into existing document repositories
- Scan documents directly into editable file formats
- Create document files in PDF/A format, for easy archiving and searchability
- Built-in security controls access to the system's hard disk
- All data on the hard disk is fully encrypted

The proven security, ease of use and functionality designed around the needs of the legal industry streamlines daily tasks and gives lawyers so much more time for client cases.

SECURE, COMPLIANT DATA MANAGEMENT

Itec provides solutions that work with the requirements of the legal industry. Data is secure and encrypted, communication is mobile and access controlled, and office tasks are streamlined and automated as much as possible.

ITEC
MANAGED
BUSINESS
SERVICES



DOCUMENT MANAGEMENT: SOFTWARE AND SOLUTIONS

COST MANAGEMENT

Itec offers software to easily record all printing and phone costs. This includes tracking supplier payments and ensuring accountability within users, from receiving a supplier quote, up until payment.

- Integrates directly into popular legal practice management systems
- Frees up admin employee's time from manual disbursement capture
- Requires no additional hardware
- Integrates with Itec and Lexmark devices

INTUITIVE TECHNICAL SERVICE

Every minute counts in the legal industry. Billable hours are maximised if faults linked to office automation do not affect productivity. Itec developed software specifically to provide automatic technical fault logging, which expedites response time and office equipment uptime.

- Directly integrates with Itec ERP system for fault logging - no manual intervention is required
- Accurate information is provided - faster diagnosis for repair
- Proactive monitoring of toner levels ensures just-in-time stock supply

COMMUNICATION SERVICES

PROTECTING YOUR BUSINESS SECURE COMMUNICATIONS

The legal sector falls into one of the industries that are heavily regulated and as such, require secure, encrypted communications solutions. Itec's communication solution includes desktop equipment, network switches, WiFi, routers, firewall, fiber, microwave, LTE, data centers, virtual servers and hosting, telephone management and voice loggers.

In addition, Itec provides software that automatically records, stores and organises telephone conversations, all conducted through a highly intuitive user interface. Calls captured on these systems reside on a secure central repository connected to a firm's communications system. Any access to administrative functions and to individual voice documents is permissions-based, and files also utilise digital watermarking, whereby their integrity can be verified to demonstrate the content has not been altered. Users can also easily generate reports on call volumes, trends in usage and other information that could prove valuable.

UNIFIED COMMUNICATIONS AND COLLABORATION

Unified Communications (UC) encourages efficient real-time audio and visual communication for workers across an increasingly diverse range of channels. Crucially, UC potentially enables employees to collaborate virtually with team members as effectively as they would if they were sharing a meeting room; conferencing and collaboration tools can be accessed via desk or smartphones, providing the ability for workers to share a corporate directory, work on documents or presentations, set up audio and video calls, send instant messages and see another's presence and status.

CLOUD-BASED DATA SECURITY

Data security, personal information security and secure data storage are key within the legal industry, where data compliance is highly regulated, and long-term information management is required to reduce business risk.

Itec's cloud data management and retention product solutions, which are GDPR compliant, allow companies to benefit from centralised information management across email, files, and even social media. They provide superior agility and convenient pay-as-you-go pricing models, with service-based management of numerous cloud infrastructure and service providers.

Cloud-based security offers these benefits:

- A global view of your information, to make informed decisions and reduce risk
- Data protection ensures backup and recovery for any workload, with self-service access to virtual data copies
- GDPR compliant and able to identify vulnerabilities, automate data retention and classification.
- Seamless migration and movement to and from the multi-cloud, avoiding lock-in
- Automated, predictable resiliency and monitoring
- Storage optimisation in the cloud does away with expensive hardware, reducing cost and improving performance.

ENDPOINT AND ENCRYPTION

Employees and even clients themselves can pose a large risk to a business, especially when it comes to access to the business network. Cybercrime has become a reality in today's business environment and regulated industries, including small to medium size companies within these are seen as highly coveted targets.

Itec's endpoint and encryption solutions protect mobile and server systems, offering a crucial line of offence and defence to protect a business's data integrity. This includes:

- Web security
- Download reputation or bad file recognition
- Peripheral control via data sharing such as USB port
- Malware protection, with isolation, threat removal and synchronised security
- Data loss prevention
- Ransomware file protection
- Always-on encryption, that enables seamless secure collaboration on any device or in the cloud



+27 11 236 2000 • info@itecgroup.co.za • www.itecgroup.co.za

Communications



Security



Cloud



Document
Management



Mobility

