

CASE STUDY

Law Firm sought help with updating its data security

Requests ImageQuest's help in protecting confidential client information



Several years ago, the law firm Chambliss, Bahner & Stophel, P.C. found itself struggling to finish its security policies and procedures. It was a time when news of cyber hacks and data breaches was just beginning to make headlines.

A cyber breach was not something Chambliss ever wanted to experience, said Tony Young, Executive Director at the firm. Even though Chambliss is not a bank or a medical provider, the firm represents organizations with confidential information which is often included in case files. That information can range from protected health information to intellectual property. A breach at a law firm would be devastating, Young said.

"It's your reputation," he said. "Honestly, it's embarrassing. You've got to send out notifications to every client; they could potentially have a business loss due to (the firm's) downtime. The client data is obviously important, but the reputation of the firm is probably as valuable as anything. And you can damage it with just one cyber breach."

Chambliss wanted to avoid these problems, so it initiated a project to develop protections.

"We had (our policies) about three-fourths of the way done, and we just couldn't quite get (them) over the goal line," Young said.

Then, he met ImageQuest's CEO, Milton Bartley, at a gathering of law firm administrators. Young shared his firm's problem with finishing the project, and Bartley responded that ImageQuest could certainly assist.

"They took everything we had on the policies and procedures and completed them," Young said.

ImageQuest started by writing security policies for Chambliss. These policies documented the firm's security management program as it existed then. From there, ImageQuest helped Chambliss implement additional steps. The firm added security training for all employees, developed disaster recovery and incident response plans, which the firm tests annually, and initiated periodic phishing tests.

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"ImageQuest is part of our family. They treat us with great respect. They go at our pace, they give great advice, but they don't push their own agenda. The concern is for Chambliss. They've got our backs, they really care about us as a firm."

*Tony Young, Executive Director
Chambliss, Bahner & Stophel, P.C.*

"Fiercely Loyal"

Chambliss, Bahner & Stophel, P.C., or more commonly, "Chambliss", is a Chattanooga, Tenn.-based law firm founded in 1886.

Chambliss provides legal counsel to clients ranging from international corporations to startups and to individuals and multi-generational families seeking timely and strategic solutions.

Chambliss uses the tagline "Fiercely Loyal" and images of a black Labrador mascot to highlight its culture and approach to serving clients. The firm's website says, "we know issues arise without warning, and we are available, day or night, to offer perspective, guidance, and solutions."

The mascot is named "Jac," after a late partner at the firm. Chattanooga.com called Jac Chambliss, who died in 2010, "one of Chattanooga's most beloved attorneys." The firm says Jac Chambliss exemplified "all the qualities about client service and loyalty" which its clients and team hold dear. The firm operates from one location in downtown Chattanooga, in a LEED Gold Certified building that was renovated from a shell. The single location offers enhanced digital capabilities through the city's top Internet speeds, but also is a short drive to a metropolitan airport with direct flights to many major U.S. cities.

Chambliss also supports a variety of nonprofit organizations with pro bono work, and in 2015 was named Corporate Philanthropist of the Year.

Listen to Tony Young and Geoffrey Jones discuss how ImageQuest assisted Chambliss.



ImageQuest's Advisory Services team also handles vendor management for Chambliss, and completes an annual HIPAA risk assessment on the firm, due to its healthcare clients. "They really got us started, and now their team holds us accountable," Young said. "We have regular meetings. It's our agenda they follow, but they give us really great advice on what the next step should be. We know they're protecting us."

Chambliss has an internal IT team, led by Geoff Jones, and it is responsible for keeping the firm's data and client records confidential. But Jones' team also must provide "high-level support to maximize the firm's productivity and efficiency."

"In order for me to be on top of cybersecurity, it would consume all of my time," Jones said. "We have a number of other projects we're always working on, other IT initiatives for keeping systems up to date, and other latest technology. Being able to stay on top of cybersecurity – it really is a full-time job and not just the job of one person, but an entire team. It's not something just a single IT department could do on their own."

Young also mentioned another bonus Chambliss gained in working with ImageQuest.

"Our relationship with ImageQuest also allowed us to advance our practice in cybersecurity and HIPAA compliance," he said. "We've got a section now (which) helps our clients when they may have had some sort of cyber event."

"The relationship with ImageQuest has made us stronger and made us better for our customers."

In Summary:

"ImageQuest makes it easy. They make the scary parts less scary, if you will. For us, we didn't know where to start, and there were lots of different pieces – whether it's having the correct documentation for IT, security policies and procedures, vulnerability scanning to figure out where those holes might be in your infrastructure... Just where to start with all of that. ImageQuest was great to show us where to begin."

- Geoffrey Jones, IT Manager
Chambliss, Bahner & Stophel, P.C.

"We all are very comfortable now adhering to what they recommend. We have regular meetings and the ImageQuest team holds us accountable. They are always interested in helping us go to the next level of cybersecurity. It's our agenda that they follow and they give us really great advice on what the next step should be. We know they're protecting us."

- Tony Young, Executive Director
Chambliss, Bahner & Stophel, P.C.

ImageQuest is your expert source for Information Security, Data Compliance, and IT Infrastructure



Sammi Jo Scott **Milton Bartley**

Why spend your time in the weeds of Information Security issues when you need to focus on what you do best? And why struggle to fill InfoSec roles when what you really need is great developers? ImageQuest can create and maintain the Information Security foundation you need for your business while you concentrate on your key initiatives.

We offer expertise in IT infrastructure, including cloud services, cybersecurity, and AI for banks. We understand the regulatory requirements for protecting business data – including what examiners look for. And we employ cutting-edge measures to protect your business from malware and other criminal attempts to do harm. Contact us today for a confidential conversation about the challenges you face – and take your IT worries off your plate!