



# TECHNOLOGY NAVIGATOR

CHARTING A COURSE FOR IT SUCCESS

VOLUME 8, NUMBER 2

*An IPC Technologies Special Edition*

# TECHNOLOGY AND THE LAW

How IPC helps law firms enhance  
client services with advanced  
technology solutions.



**D.C. FIRM DOW LOHNES  
ENRICHES COMMUNICATION**

**MOBILITY DELIVERS  
IMPROVED EFFICIENCY**

**MANAGE AND SECURE  
MOBILE DEVICES**

The *ThompsonMcMullan* law firm has a track record of reliable, effective service. So does its phone system.



Established in 1973, the Richmond law firm of *ThompsonMcMullan* prides itself on being large enough to meet the needs of any client, yet small enough to do so with personal attention and individual concern.

IPC Technologies shares that philosophy. That's why the two companies were a good match when *ThompsonMcMullan* was looking to replace a 10-year-old phone system that no longer met the firm's communications requirements.

Based on its evaluation of *ThompsonMcMullan's* unique needs, IPC recommended and deployed an IP telephony solution from ShoreTel. The feature-rich ShoreTel system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry.

To learn more about how ShoreTel can provide credible improvements to your communications infrastructure, contact Eric Bowling, VP Sales, IPC Technologies, at 877.947.2835 Ext. 3216.



# Technology Navigator

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## Your Behind-the-Scenes IT Team

IPC Technologies' TechFirst service is especially suited to small and midsize clients looking for high level expertise on an "as needed" basis. This support provides our clients with a full range of IT services at a fraction of the cost of hiring additional personnel. Our services include:

- Automated 24x7 network monitoring and problem detection
- Remote management of all computer components
- Remote repair in most cases
- Help Desk staffed with engineers familiar with your network
- Engineering team available for on-site response to client sites
- Automatic, daily security and antivirus updates to your systems
- Automatic data backup support
- Application support
- Internet security protection
- Emergency response, remote or on your site
- IT road map guidance to make the most of your IT investment



an operational service of IPC Technologies, Inc.  
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## Need extra manpower?

StaffFirst is the external staffing solutions division of IPC Technologies. We are a one-stop resource for temporary and full-time staffing. While our primary focus is on IT fields, we do not limit our solutions to just IT.

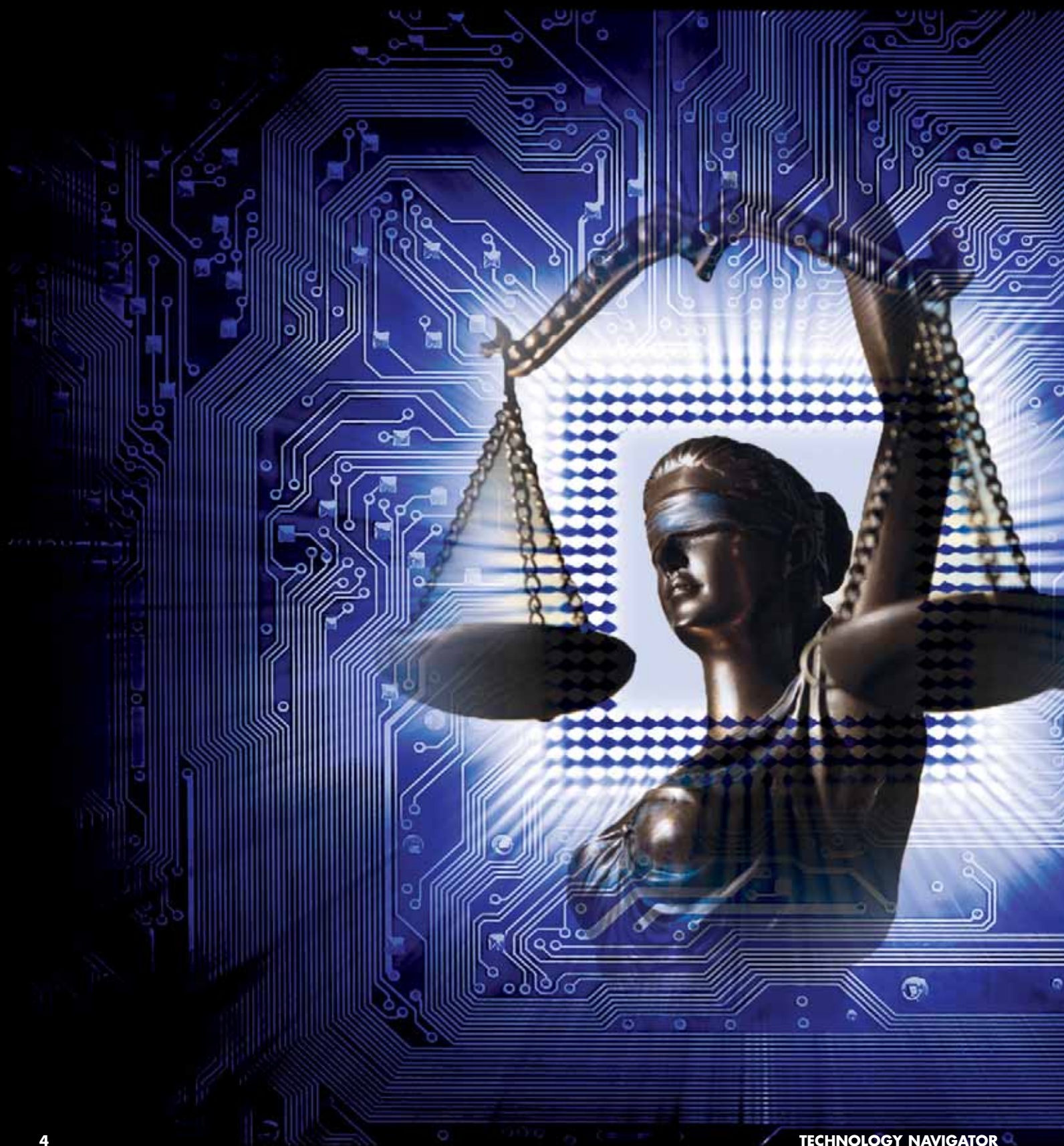
StaffFirst understands companies are unique, so we customize our services according to their specific needs because we realize the importance of a satisfied client and its employees.



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## TECHNOLOGY AND THE LAW





# Transformative Technology

IPC helps law firms enhance client services and improve efficiency with mobility solutions.

Technology simultaneously creates opportunities and challenges for legal professionals, opening avenues to enhanced efficiency and productivity while presenting distinct security and confidentiality issues. In recognition of the impact of technology on a lawyer's ability to competently serve clients, the American Bar Association modified its Rule 1.1 in August 2012 to state "... a lawyer should keep abreast of changes in the law and its practice, including the benefits and risks associated with relevant technology."

Mobile computing advances have become particularly transformative for law firms of all sizes. Smartphones, tablets and other devices deliver a convenient, efficient and cost-effective platform for facilitating such tasks as case management, tracking billable time, calendaring and docketing. Small firms and solo practices, in particular, are leveraging mobile technology to level the playing field by improving processes and reducing the need for support staff.

The Bring Your Own Device (BYOD) trend is spreading rapidly through the legal community because it gives attorneys the ability to access, record and track the information they need on the device of their choice. However, the use of multiple devices to access applications and information through multiple channels presents significant management issues for firms. There are legitimate security and ethical concerns about having sensitive data — including client data — residing outside the firm's direct control.

Working closely with strategic partners such as ShoreTel and Air-Watch, IPC Technologies has developed processes and policies for mobile communications specific to the legal community. In this special edition of *Technology Navigator*, we'll describe how law firms can gain all the advantages of mobility while minimizing the risks.



# *Fostering a Culture of Collaboration*



Dow Lohnes relies upon IPC Technologies and ShoreTel to provide its attorneys with advanced communications, collaboration and mobility tools.

**D**ow Lohnes, a national law firm with offices in Washington, D.C., and Atlanta, believes in delivering incomparable customer service through accessibility, responsiveness, attention to detail and, above all, good communication. The firm nurtures a culture of collaboration in which attorneys share their expertise to meet client needs, using advanced communications technologies to support the team environment.

IPC Technologies and ShoreTel now play a key role in that mission.

When Dow Lohnes decided that its aging Nortel phone system was no longer supporting its objectives, CIO Joe Craven began evaluating IP phone systems from

**“Coming out of IPC’s initial presentation, I remember telling the rest of the team, ‘If we go with ShoreTel, it’s clear to me that these are the guys we want to handle the project.’”**

various manufacturers. COO Brad Christmas urged him to take a look at the ShoreTel Unified Communications solution — he had seen a demo of the ShoreTel technology in the past and felt that it was worth a look.

“Brad had seen the fact that ShoreTel’s back-end infrastructure is built on an MPLS/WAN redundancy model, and that the equipment is really compact and seemed simple to manage,” Craven said. “So when we started our bakeoff, we tested Cisco, Avaya and ShoreTel. Some trusted vendors I had been dealing with on other IT infrastructure projects were interested in pitching Avaya and Cisco, but I didn’t have an integrator selected for ShoreTel. I didn’t know anyone.”

As fate would have it, IPC’s Bruce Deleon called Craven shortly thereafter.

“I took Bruce up on his offer to come in with the mobile demo kit to give us a presentation. That was very early on in our assessment, before we even thought about going out to the other vendor sites to look at the competition,” Craven said. “First off, I was really impressed with the fact that the footprint of the ShoreTel system was so small that they could literally roll it in, in

a hard case. And coming out of IPC’s initial presentation, I remember telling the rest of the team, ‘If we go with ShoreTel, it’s clear to me that these are the guys we want to handle the project.’”

### **The Team Makes the Difference**

IPC’s Vice President of Sales, Eric Bowling, participated in the presentation and was able to answer all of Craven’s questions. Craven said that in his experience, few sales people are able to do that. And the IPC team proved their commitment to establishing a long-term relationship with Dow Lohnes.

“Eric has a broad knowledge of the entire platform, and was able to answer our questions on the spot, including very technical ones,” said Craven. “He was able to demonstrate not only the IP phones but also the Mobility platform during their onsite presentation. He also talked about some very interesting real-world scenarios where I could really see the value in the entire package they offered. Bruce and the entire team showed their willingness to make sure we were happy and they seemed particularly focused on our purchase of a system that was going to work for us.



## TECHNOLOGY AND THE LAW

“I can’t stress enough that when I envisioned this project, I knew clearly that my staff wasn’t going to be able to take this on without a lot of help,” Craven added. “I knew that any technology I picked would probably work and live up to the ‘five 9s’ spec that everybody claims. So at least half of my decision weighed on the organization that was going to do the work on the project. I had inherent confidence in the entire team at IPC — that they would be able to deliver on what they were promising. That’s what helped us make our decision to go with IPC and ShoreTel.”

IPC engineers implemented the ShoreTel Unified Communications system for Dow Lohnes and rolled out IP phones to more than 300 end-users. Craven was amazed at how smoothly the project went.

“When Bruce and Eric told us that this was a fairly straightforward deployment and it would only be about a six-week project, I almost couldn’t believe them. But they were confident and I trusted them,” he said. “There was a lot of upfront planning work — the discovery process to find out how we use our phones, the network readiness assessment, the installs of the server hardware. All that early work really paid off.”

### **Mobility and More**

Dow Lohnes is utilizing the ShoreTel Mobility solution to integrate smartphones and tablets into the enterprise communications infrastructure. The firm has rolled out the solution to a pilot group and sees value in making it available to all of the attorneys.

“The ability to place and receive calls from your mobile device — as if you were sitting at your desk — is great. Being able to make those calls over

Wi-Fi and seamlessly transfer over to the cellular network is a big bonus as well,” said Craven.

The attorneys also love the functionality of the ShoreTel Unified Communications system — particularly the Communicator software. With ShoreTel Communicator’s built-in tools, end-users can make a call at the touch of a button and easily turn it into a multimedia collaboration session. The software also integrates with Microsoft Outlook for a one-click collaboration experience.

“It’s amazing how reliant the attorneys are on the features of the Communicator software,” Craven said. “That was something that Bruce and Eric and everyone warned us about early on. They said, ‘Once people really start to understand and appreciate the software, the only reason that they’ll pick up the actual phone is to speak into the receiver.’ People are getting more and more used to dialing their contacts from within the software.”

The system is also easy for Craven’s team to administer — a real plus for busy IT staff supporting hundreds of end-users. The ShoreTel Director provides a single Web-based management interface for all voice applications, across all locations.

For over 95 years, Dow Lohnes has been a leader in providing a comprehensive set of legal services to clients in dynamic and growing industries, including communications, media and technology, higher education, automotive, aviation, and sports and entertainment. With longstanding experience and relationships in these industries, the firm prides itself on its client service through a commitment to outstanding legal work. Thanks to IPC and ShoreTel, Dow Lohnes now has a communications infrastructure that fully supports that commitment.

## IPC Recognized for Customer Satisfaction

IPC Technologies has been recognized by ShoreTel for outstanding achievement in customer satisfaction. The award derives from IPC's high marks on the ShoreTel Net Promoter Score, a survey that goes beyond traditional customer satisfaction to measure customer loyalty.

The award notes that IPC's score reflects "an industry-recognized, world-class level of professionalism and customer care" in all aspects of the customer experience. The survey was conducted for ShoreTel by an impartial third party.

"We are very excited to have been recognized by ShoreTel for our commitment to our customers," said Jeff Andrews, IPC Executive Vice President. "More importantly, we appreciate our customers' contributions to our continued growth and success."

## Tablet Apps to Surpass Smartphone Apps

Smartphone apps reign supreme right now, but ABI Research expects tablet apps to catch up and then surpass them as the combined mobile app revenue base nearly quadruples.

Tablet apps will generate \$8.8 billion in revenue in 2013, compared to the \$16.4 billion expected from smartphone apps, according to the latest forecasts from the research firm. However, tablet apps will steadily increase their share of the market over the coming years. Tablet app revenues will nearly match smartphone app revenues in 2017 and surpass them in 2018, when the combined revenue base will reach \$92 billion.

## Spear Phishing on the Rise

New threat research by Trend Micro gives empirical evidence that 91 percent of targeted attacks involve spear phishing. Spear phishing is a breed of highly targeted phishing that makes the use of information about a target to make attacks more specific and "personal" to the target. Spear phishing emails, for instance, may refer to their targets by their specific name, rank, or position instead of using generic titles as in broader phishing campaigns. The email message is cleverly crafted to entice a specific individual to either open a malicious file attachment or to click a link to a malware- or an exploit-laden site, starting a compromise within the victim's network.



# You make the call

IPC Technologies specializes in helping organizations take advantage of ShoreTel's 'brilliantly simple' IP-based communication platforms to reduce costs, improve productivity and boost the bottom line.

Whether you want the control of an on-premises installation, or the simplicity of a fully hosted system, or a solution that offers the best of both, IPC can deliver. With unmatched expertise in both the ShoreTel product set and the ShoreTel Sky cloud-based offering, we present you with the options that best fit your needs.

Either way, IPC and ShoreTel Sky replace both the phone system and the telco provider, giving customers one invoice, one-button access to customer support and one vendor who is completely accountable for their experience.

It's your call.



[www.ipctech.com](http://www.ipctech.com)

877-9-IPCTEK (877-947-2835)



## Our Locations

### CORPORATE HEADQUARTERS AND EASTERN OPERATIONS CENTER

IPC Technologies Building  
7200 Glen Forest Drive  
Richmond, Virginia 23226

### NEW YORK METRO REGIONAL HUB

Grand Central Centre  
100 Park Avenue, Suite 1600  
New York, NY 10017

### NEW JERSEY REGIONAL HUB

Metro Park Center  
33 Wood Avenue, Suite 600  
Iselin, NJ 088307

### PHILADELPHIA METRO REGIONAL HUB

One Liberty Place  
1650 Market Street, Suite 3600  
Philadelphia, PA 19103

### WASHINGTON DC REGIONAL HUB

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601 F Street, NW  
Washington, D.C. 20004

### MARYLAND CAPITAL REGIONAL HUB

810 South River Landing Road  
Edgewater, MD 21037

### THE CAROLINAS REGIONAL HUB

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*Strategic Sales, Marketing and Service  
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*Network Operations Centers  
in Richmond, Va., and Seattle, Wash.*



## Our Solution Partners





## Our Customers

"We really enjoy working with IPC ... They are providing our long-term support and we are very comfortable with their capabilities."

— COURTNEY CARPENTER,  
CIO, College of William and Mary

"IPC did a terrific job on the (ShoreTel) installation. We had no major incidents whatsoever. It was a excellent install for us."

— GEORGE DUFOR,  
CIO, CBIZ

"ShoreTel provides the ability to change things and move people faster...this is important from a disaster recovery standpoint. That's very powerful for us."

— BRUCE STEERE,  
Senior VP & CTO, United Bank

"In IPC, we found not just a vendor but a business partner who had our best interests in mind."

— BYRON MCCOOK, Ed.D.,  
Director of IT, Radnor Township School District

"IPC is providing ongoing monitoring and support as well as implementation services. It makes more sense to use IPC's managed services than to maintain an army of people in-house."

— RAJIV PERERA,  
CTO (former), Hilb Rogal and Hobbs  
(now part of Willis Group)

"The IPC staff was great, from the sales person down to the technicians who were here on site helping our staff. And whenever we have a minor problem and feel we need to call them, they're very responsive."

— TERRY HALL,  
VP of Operations & Information Systems,  
National Community Pharmacists Association

"The deployment schedule was fairly short — we ran the system out quickly without disrupting operations. We had live cutover right on schedule and were ready to support The Who concert that same day."

— GORDON ARMSTRONG,  
CIO, Monumental Sports & Entertainment,  
The Verizon Center, home of the NHL Capitals

"I've worked on two full and one partial phone system conversions (including ACD implementation) in my career, and your on-the-ground team is by far the best I've encountered."

— PATRICIA M. REUSS,  
Manager, Training and Quality Compliance  
Datawatch Systems



## Our Competency Awards



- ◆ ShoreTel Champion Partner Circle of Excellence 2012
- ◆ ShoreTel Mobility "Sweet Sixteen," 2012
- ◆ ShoreTel Sky "Super Seven," 2012
- ◆ Fastest Growth, 2011, 2012
- ◆ President's Roundtable, 2005-2012
- ◆ Chairman's Circle of Excellence, 2007-2012
- ◆ Million Dollar Club, 2008-2012
- ◆ Top CSAT Award, 2010, 2011, 2012
- ◆ Top Ten Volume Award, 2011, 2012
- ◆ Top Ten NPS, 2012

# The attorneys and support staff at Allen & Allen work as a single, unified unit. Just like their IP phone system.



The Allen & Allen law firm takes a team approach to its personal injury cases. With offices across Virginia, the Richmond-based firm has 22 attorneys and more than 100 support staff members who can be marshalled to work on a case.

Such an approach obviously requires tightly integrated communications between team members. That's what Allen & Allen got when it worked with IPC Technologies on a multi-site implementation of more than 200 ShoreTel IP Phones.



ShoreTel's distributed architecture is ideal for companies such as Allen & Allen that span multiple locations because the ShoreTel system appears and behaves as a single, unified system. It delivers unmatched reliability and manageability with a user interface that sets the standard for ease-of-use.

To learn more about how ShoreTel unify your communications infrastructure, contact Eric Bowling, VP Sales, IPC Technologies, at 877.947.2835 Ext. 3216.



# *Making the Case for Mobility*



ShoreTel Mobility enables law firms to improve communications and increase productivity while dramatically reducing costs.

**A**lthough the legal profession tends to be highly conservative, the practice of law has evolved along with changes in technology. Legal consultations are as likely to take place by phone or via email as in person. Furthermore, lawyers are often on the go — appearing in court, taking depositions and handling other matters away from the office. As a result, mobile communication has become essential to the success of many law practices.

Today, attorneys can access a number of applications via their mobile devices — think WestLaw or Lexis for legal research, or Microsoft Office 365 for produc-



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tivity applications. But mobile voice communications remain separate from the enterprise IP communications system, forcing busy attorneys to maintain multiple phone numbers and voice mail boxes and incur additional costs. Now, ShoreTel Mobility enables law firms to integrate a wide range of mobile devices with their existing IP communication systems for increased productivity, enhanced communications and significant cost savings.

### True Mobility

Most IP phone systems support a degree of mobility through automated call routing. “Find me, follow me” features can automatically transfer calls to a sequence of other numbers, while “simultaneous ring” allows calls to ring on multiple phones at the same time. Unified communications (UC) enables voice mail messages to be delivered to the user’s email account, which can be accessed via a mobile device.

True mobility extends full IP phone system functionality to smartphones and other mobile devices, making lawyers more productive, responsive and accessible. ShoreTel Mobility simply and intelligently integrates all leading smartphones and tablets with leading IP-PBX systems, extending full UC and cost-saving calling capabilities to the mobile workforce. It empowers attorneys with enterprise UC on the smartphones they love, leveraging the IP-PBX platform that they already have — all while reducing costs and securing enterprise communications.

ShoreTel Mobility also eliminates the chaos of Bring Your Own Device (BYOD). With its heterogeneous platform support, ShoreTel Mobility delivers capabilities that conform to the way people want and need to work. It enables corporate communication applications on employee-owned

### Improving Efficiency with UC Systems

Many law firms are leveraging ShoreTel’s fully integrated unified communications (UC) system with their legal services software to facilitate convenient and accurate processes. Additionally, ShoreTel’s support of open standards gives law firms the flexibility to integrate leading applications into their business communications systems. This blends the century-old traditions and exceptional client relationships of legal counsel with progressive and technology-savvy business methods.

“Successful communication is the core of any service industry – especially so within the legal profession. Without it, the needs of a client can be jeopardized and customer satisfaction threatened,” said Kevin Gavin, chief marketing officer at ShoreTel. “ShoreTel provides a streamlined communication system that can be easily customized, which results in better time management and tracking – criteria which are critical to the legal industry.”

smartphones and tablets, reducing support costs and burden. It's easy to adopt since there is little to no learning curve given the transparent integration with the native dialer on the user's smartphone.

### Lower Costs, More Secure

ShoreTel Mobility can help law firms cut their mobile phone bills by up to 70 percent on a broad range of smartphones. With software that switches intelligently and automatically between wireless and cellular networks for the least-cost option available at any given moment, ShoreTel Mobility can dramatically reduce international roaming and direct dial charges.

ShoreTel Mobility reduces security risks in a BYOD environment in a way that doesn't hinder productivity. Unlike competing solutions from Cisco, Avaya and RIM, ShoreTel Mobility automatically recognizes when users are outside the

enterprise firewall and initiates an application-layer SSL-VPN.

Dual persona ensures easy separation of personal and business identities on a single mobile device, while extending the full power of a desk phone and UC capabilities to the mobile user. Seamless and automatic selection of the best available network — Wi-Fi or cellular — without the user having to think about it, sets attorneys free to communicate from anywhere.

In today's challenging economic environment, no business can stand to lose customers because of poor communications. Law firms in particular can benefit from a mobile communications tool that enhances client interaction and attorney efficiency. ShoreTel Mobility provides attorneys with a cost-effective means of connecting their favorite mobile devices to their existing IP phone system, enabling full-featured IP communications anywhere, anytime.

## MOBILITY

## WORK IS NO LONGER A LOCATION, IT'S AN ACTIVITY

Mobile workers are corresponding despite location and getting things done unconventionally in the name of productivity. They have taken work calls in the middle of the Irish Sea, in a restroom stall, on a roller coaster, and up in the Himalayas. These are just a few of the many answers given by respondents to a recent ShoreTel survey about where they've answered a work call. You never know when that must answer call will come next!



**ShoreTel**

SOURCES  
ShoreTel Mobility Survey, 2014. Data collected from 1,000 mobile workers. Survey conducted by ShoreTel. Data collected from 1,000 mobile workers. Survey conducted by ShoreTel. Data collected from 1,000 mobile workers. Survey conducted by ShoreTel.



# *Securing BYOD*



*As consumer devices infiltrate law firms, device management strategies become indispensable.*

**W**hen it comes to mobility solutions for the legal community, the marketplace has spoken. Law firms are rapidly moving away from enterprise-centric gear that could be tightly managed by the organization and encouraging the use of consumer-friendly devices, according to The American Lawyer's annual survey of law technology.

While allowing the use of Apple and Android personal devices for business, law firm CIOs must now wrestle with the associated security issues. The survey, released in November 2012, found that 82 percent of law firms cited data securi-



# Mobile Security Mobile Device Management Mobile Application Management

## AirWatch Simplifies Enterprise Mobility™



AirWatch solutions allow enterprises to deploy, secure, monitor and manage an entire fleet of mobile devices — across multiple device types and mobile operating systems — all from a single console. More than 3,000 customers across the world trust AirWatch to manage their mobile devices, including the apps and content on those devices.

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ty as a chief concern when considering a Bring Your Own Device (BYOD) model.

Mobile security will remain a paramount concern of IT administrators as legal professionals become more reliant on mobile devices to do their jobs. Attorneys are increasingly using mobile devices to contact clients, view legal documents and access sensitive information. Along with the growth of virtual law firms, globalization and e-discovery, these user actions require law firms to implement a mobile strategy with strong security policies.

AirWatch's portfolio of mobile security solutions can help law firms ensure compliance with security regulations, whether employees are using a corporate-owned or employee-owned device. AirWatch's advanced security capabilities can protect sensitive legal data — from discovery documents to attorney-client privileged communications — and ensure that end-users have round-the-clock, secure access to the information they need.

A key to the AirWatch approach is the development of management capabilities that allow IT administrators to secure mobile devices, applications and content without implementing cumbersome procedures for end-users. AirWatch Mobile Device Management (MDM) provides the ability to quickly enroll devices in the enterprise environment, configure and update device settings over-the-air, enforce security policies and compliance, secure mobile access to corporate resources, and remotely lock and wipe managed devices.

Essential to easing device management, AirWatch features a single management console that delivers visibility into all enrolled corporate, employee-owned and shared devices, whether they are Android, Apple iOS, BlackBerry, Mac OS, Symbian, Windows Mobile or Windows Phone devices.

The HTML5, web-based console integrates with existing enterprise systems and can be accessed anytime, anywhere.

Key features for legal professionals include:

### **Enhanced Security**

Advanced security capabilities include strong user authentication using AD/LDAP, and certificate-based access to enterprise email, Wi-Fi and VPN. Continuous monitoring for unauthorized users, compromised devices and other risks boosts security. If a threat is identified, access to enterprise email, applications, resources, etc., can be blocked automatically.

### **End-User Experience**

Firms can secure legal information, client data and sensitive documents without inconveniencing or restricting users. Administrators can enroll devices for legal professionals or provide a simple, prompted, self-enrollment process to users. With certificate, API, email infrastructure and directory services integration, processes such as authentication and accessing email are automatic and easy for users. Additionally, AirWatch enables firms to secure and monitor enterprise content and applications while restricting visibility into users' personal content and applications.

### **Secure Content Locker**

With AirWatch Secure Content Locker (SCL), legal professionals can securely distribute and access sensitive documents from mobile devices. Secure Content Locker allows documents to be transmitted over industry-standard 256-bit SSL encrypted connections, and prevents access for unauthorized users or non-compliant devices. AirWatch also enables control of users' ability to

access content, edit documents and open content in third-party applications. Additionally, administrators can require email attachments to be opened within SCL.

## Wi-Fi and VPN on Demand

AirWatch allows administrators to provision Wi-Fi and VPN profiles to automatically configure access to corporate networks. User devices can be configured to automatically connect to approved Wi-Fi networks. A VPN On Demand capability allows mobile users to securely access specific web-sites through a VPN tunnel. The process is invisible and seamless to users, allowing them to continue working without interruptions.

## App Management

For law firms developing business applications, AirWatch offers a Software Development Kit (SDK) and App Wrapping capabilities. The SDK allows the development of internal applications with built-in AirWatch capabilities such as user authentication and security policies. App Wrapping enables firms to add AirWatch features to an existing internal application to increase security and management capabilities.

## Advanced Integration

By providing a collection of APIs, AirWatch allows external programs to use core product functionality. AirWatch integrates with existing IT infrastructures and third-party applications to utilize several web services. Available web services include user enrollment and authentication, device details and profiles, applications and user groups.

In their 2012 book *Locked Down: Information Security for Lawyers*, authors Sharon D. Nelson, David G. Ries, and John W. Simek suggest the following basic mobile security measures, regardless of device or operating system:

- ✓ Review and follow the security instructions of the phone manufacturer and carrier — an important step that is often forgotten or ignored.
- ✓ Maintain physical control of the phone. It has been reported that 30 million mobile devices go missing every year.
- ✓ Set a strong password, passphrase or PIN.
- ✓ Set automatic logoff after a defined time.
- ✓ Encrypt confidential data on the phone and any storage card. (This may require third-party software.)
- ✓ Protect data in transit.
- ✓ Disable interfaces such as Bluetooth and Wi-Fi when not in use.
- ✓ Enable remote location of a lost device and remote locking and wiping. (May require third-party software or service.)
- ✓ Enable remote locking or wiping if the password or PIN is entered incorrectly a set number of times. (This, too, may require third-party software or service.)
- ✓ Consider using third-party security applications (antivirus, encryption, remote locating and wiping etc.).
- ✓ Back up important data.
- ✓ Do not “jailbreak” or “root” a smartphone.
- ✓ Be aware of the rise of phishing attacks on smartphones. Because their screens are so small, a URL is often not displayed in full and users are showing a tendency to click without thinking.

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