

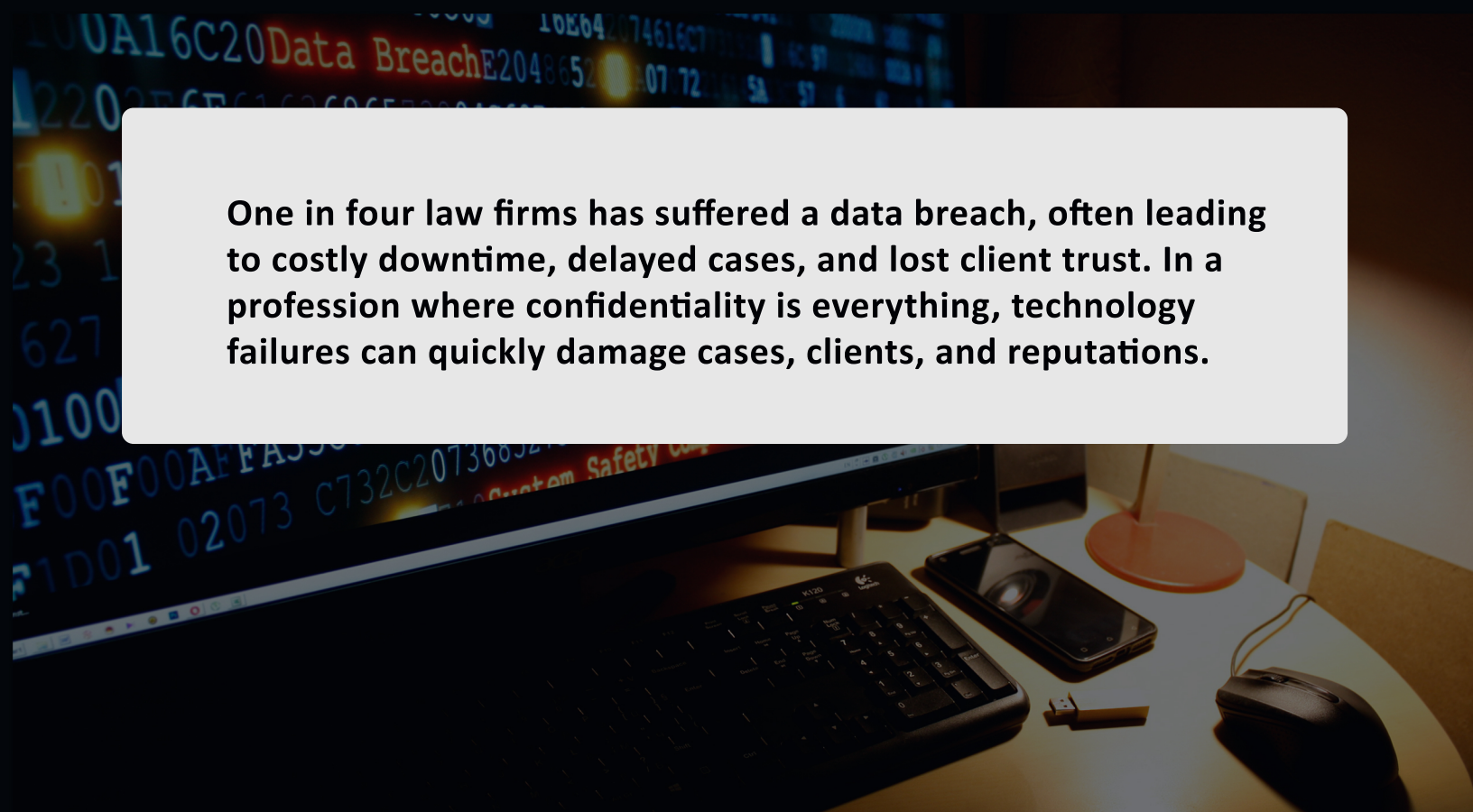


FREE REPORT

No fluff. No tech-speak. Just hard-hitting facts every law firm needs to know.

Law Firms Under Attack: 5 Technology Failures That Could Destroy Your Reputation Overnight

One in four law firms has suffered a data breach, often leading to costly downtime, delayed cases, and lost client trust. In a profession where confidentiality is everything, technology failures can quickly damage cases, clients, and reputations.



Law Firms Under Attack: 5 Technology Failures That Could Destroy Your Reputation Overnight

Nearly 1 in 4 law firms have already experienced a data breach, and more than 60% of those incidents led to billable downtime, case delays, or damaged client relationships. In the legal world, confidentiality and responsiveness are everything. When technology fails, the fallout is swift: compromised cases, lost clients, and a damaged reputation.

The High Stakes of IT Failure in Law Firms

Today's legal practices face growing pressure from clients, courts, and compliance requirements. You need immediate access to case files, secure communication channels, and flawless scheduling to meet deadlines and deliver results. Yet many firms are quietly operating with unseen vulnerabilities in their IT systems.

From outdated security tools to untested backups, these technology gaps often remain hidden until a crisis hits—when a deadline is missed, a file is lost, or sensitive information is exposed.

This guide outlines the five most common IT gaps we uncover in law firms, the risks they create, and how to close them before they derail your next case.


Gap #1: Insecure Client Communication Channels

Clients expect confidential, secure communication. Anything less puts their trust at risk and can lead to compliance violations. Yet many firms still rely on unencrypted email, outdated portals, or consumer-grade file-sharing tools.

Why It Matters: These weaknesses leave sensitive client information vulnerable to interception, fail to meet ABA and state bar requirements, and can undermine your credibility if challenged by clients or opposing counsel.

What to Check

- Are all emails and file transfers encrypted end-to-end?
- Do you use a secure, password-protected client portal?
- Are staff trained to recognize phishing or spoofed court messages?

 **Next Step:** Schedule Your 15-Minute Health Check before your next big case deadline. We will show you exactly where your firm stands, identify the technology gaps that could jeopardize your clients and your reputation, and give you a clear plan to fix them.

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Gap #2: Unreliable or Untested Backups

Case files, discovery documents, transcripts, and evidence databases are the lifeblood of your practice. If they are lost or inaccessible, even for a few hours, cases can be delayed or compromised.

The Problem: Many firms believe they have reliable backups, but when tested, those backups turn out to be incomplete, outdated, or corrupted.

What to Check

- When was your last full test restore (not just a single file)?
- Are backups stored offsite in a ransomware-proof environment?
- Do your recovery objectives align with court-imposed deadlines?

Gap #3: Outdated or Unsupported Practice Management Software

From billing systems to case management platforms, outdated software causes slow performance, compatibility issues, and major security risks. Unsupported versions no longer receive security patches, leaving you open to attack.

The Impact: Missed features, workflow disruptions, and increased cyber risk.

What to Check

- Are you running the latest supported versions of practice management and billing tools?
- Is there a regular patching schedule for all applications?
- Do you test updates before rolling them out firmwide?

Gap #4: Weak Remote Access Security

Attorneys and staff often need to work from courtrooms, home, or client offices. If your remote access is not locked down with multi-factor authentication (MFA) and modern protections, it is a hacker's open door.

The Risk: Outdated VPNs, shared logins, and inactive accounts make it easy for cybercriminals to breach your systems using stolen or guessed password

What to Check

- Is MFA required for every remote login?
- Are ex-employee accounts disabled immediately?
- Does your IT team regularly review access settings?

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Gap #5: No Documented Incident Response Plan

When a breach or ransomware attack happens, every second counts. Without a clear, tested plan, your team wastes precious time figuring out next steps, and that can mean the difference between winning a case and missing a filing deadline.

The Risk: Delayed responses, extended downtime, higher recovery costs, and shaken client confidence.

What to Check

- Is your plan written, accessible, and updated regularly?
- Have you run “fire drill” simulations for data loss or ransomware?
- Can your IT provider provide a detailed, time-bound recovery plan?

Why These Gaps Cannot Be Ignored

- 26% of law firms have experienced a data breach, and many did not know until clients told them
- 60% of firms report technology-related downtime that delayed cases or filings.
- Downtime in legal services costs more than \$7,000 per minute when factoring in lost billable hours.
- Ransomware attacks on law firms have surged 200% in the last two years.
- 93% of companies that lose critical data for more than 10 days file for bankruptcy within a year.

These are not scare tactics. They are real risks happening to firms of every size.

You Have Seen These Gaps – Now What?

If even one of these gaps exists in your firm, you could be one incident away from lost data, missed court deadlines, and damaged client trust.

The good news is that you can fix these weaknesses before they cost you cases or clients.

Next Step: Schedule Your 15-Minute IT Assessment

Before your next big case deadline, let us show you exactly where your firm stands and what gaps could leave you vulnerable.

Book Your 15-Minute Introduction Call – www.intermixit.com/15minutes

We will review your systems with the unique demands of law firms in mind: secure communication, practice management, backups, remote access, and compliance.

Then we will walk you through results, answer your questions, and provide a clear action plan.

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Success Story: Handler, Henning & Rosenberg Protects Client Data and Streamlines Operations with IntermixIT

Handler, Henning & Rosenberg (HHR), one of Pennsylvania's most established personal injury law firms, recognized that their high case volume and multiple offices made them increasingly vulnerable to cyber threats and IT disruptions. Outdated systems, growing security risks, and the need for seamless remote work made it clear they needed a partner who understood the demands of modern law firms and could proactively safeguard client data.

IntermixIT stepped in with a customized IT strategy to address HHR's specific needs. Here's how we made an impact:

The results:

- **Encrypted Communication Tools:** Ensuring all client interactions are secure and compliant.
- **Upgraded Network Hardware:** Improving performance, productivity, and data protection across offices.
- **Reliable Backup and Recovery:** Deploying a tested backup strategy to guarantee rapid recovery from any disruption.
- **Cybersecurity Protocols:** Implementing safeguards that qualified the firm for affordable insurance coverage.
- **Employee Cybersecurity Training:** Providing regular phishing simulations and training to keep staff sharp and vigilant.

Today, HHR operates with a technology foundation that supports efficient casework, enables secure remote access, and protects sensitive client data—giving attorneys the confidence to focus on winning cases rather than worrying about IT failures.

Read the full success story here: [Handler, Henning & Rosenberg Success Story](#)

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