# Rise Lawyers Office uses Parallels Remote Application Server to optimize ISO 27001 certification.

## Organization

Rise Lawyers Office was established in February 2011. In only five years, Rise opened offices in Omiya, Sendai, Nagoya, Kyoto, Osaka, Kobe, and most recently in Yokohama (as of October 1, 2016). With approximately 100 employees on staff, it has grown to become a major organization. The practice covers debt consolidation, civil rehabilitation, and recovery of overpayments for retail clients and has expanded its debt collection business, which includes general debts, for corporate clients nationwide.

## Issue: Ensuring security and managing risk to cope with rapid nationwide expansion

Since its establishment, Rise Lawyers Office has expanded its business at an impressive rate, and proactive use of IT has been the driving force behind this startling growth. The progressive attitude adopted by Rise stands out in the legal world, where the use of IT is said to be particularly lagging.

While Rise's individual client services have done well, due to increasing competition in the individual client market, the firm is planning to move to strengthen services like debt collection for corporate clients. Rise is also committed to creating a nationwide network. However, as the firm planned for its future, it began to recognize that as the organization grew, so too would risks and security issues related to not only personnel management but also the handling of data.

Yoshitaka Sakamoto, the director of the Auditing Division at Rise, reviewed the situation, noting that a single server setup would likely result in problems for the business as the organization grew and the work became more complex. Yasuo Tanaka, the firm's representative attorney, then requested a plan from Okumura Ltd., a company that creates system solutions and retailing office automation equipment, to acquire ISO 27001 certification for data security management systems. The end result was the acquisition of ISO/IEC 27001:2013 certification that prescribed the creation, purchasing, operation, maintenance, and improvement of data security management systems within the organization.

> "The ability to support so many different devices and workstations was extremely attractive in terms of our expansion to multiple offices. At present, we are ranked at a top-level nationally in terms of the number of projects handled on a monthly basis. Simply put, we would never have been able to expand as we have without this system."
>
> —*Yoshitaka Sakamoto, Director of the Auditing Division at Rise Lawyers Office*

This certification was extremely important for Rise, and the firm needed to optimize the ensured security and risk management, particularly considering its involvement in debt collection. For example, Rise needed to have a local data protection system in place for sudden business trips abroad. The firm also needed an extremely flexible environment that allowed for the use of different interfaces and a wide range of devices to meet different needs.

## Issue: Ensuring security and managing risk to cope with rapid nationwide expansion

After serious consideration, Rise chose Parallels® Remote Application Server, with its superior flexibility to support diverse devices and its wide range of interface options. A major factor in the decision was the impressive cost performance factor when compared to similar products from Citrix®. An additional benefit from the perspective of IT managers was the ability to manage applications and desktops that use RDSH and VDI from a single screen. As Rise expands and adds more offices, another significantly attractive benefit was the ability to support a multitude of devices and workstations as Parallels clients, including thin clients like Chromium™ OS devices and Raspberry Pi®, in addition to the PC, Mac®, Linux®, Android™, iOS, and Windows® Phone environments.

There are approximately 120 users at Rise. Mr. Sakamoto described Parallels Remote Application Server as follows:

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"It is extremely easy to work with. This ease-of-use is a crucial benefit as we operate from multiple sites, some of which do not have resident IT specialists on staff. My impression, once we started using it, was that we would be able to tackle anything with it. From a security perspective, I am very much at ease knowing that so much can be made available in a virtual space."

## Purchase Effects: Fewer wasted efforts and control for security risks

Business efficiency improved greatly after Rise purchased Parallels Remote Application Server. While employees formerly needed to come on-site to work on holidays or weekends, Parallels Remote Application Server allowed them to work securely from home instead. Mr. Sakamoto went on to note that the amount of time Parallels Remote Application Server saved meant employees were able to have more free time.

Parallels Remote Application Server also made it easy to transmit data using tablets, even when describing services to customers. Using staff tablets to view sensitive data also removed the risk of data being leaked externally, unlike the firm's prior system of transferring data by email.

An additional benefit of adopting Parallels Remote Application Server has been the ability to establish a solid framework for nationwide expansion. Mr. Sakamoto noted that Rise was currently ranked at a top-level in Japan for the number of cases being handled each month. Put simply, he said, they would never have been able to expand as they did without this system. He concluded by adding that Rise's representative attorney, Mr. Tanaka, is considering even more future expansion as a result of adopting this system.

Working with Okumura, which helped Rise to adopt that system, Rise is considering expanding their business through franchising that would include the setup of Parallels Remote Application Server for individually operated law offices. Mr. Sakamoto offered these reflections:

"The ability to share data with customers, using a cloud environment in real time, increases our clients' trust in Rise. Having everyone within the organization use the same system also reduces risks. We anticipate an even greater increase in our business efficiency."

Moving forward, Rise is developing policy to enable its break from B2C cases and its increased development of B2B cases.

## Business Situation Summary

Rise Lawyers Office has expanded to seven cities with approximately 100 personnel across Japan in just five years since opening in February 2011. Rise felt the need to resolve the risks and security issues inherent in handling data as the organization expanded.

## Solution Summary

Rise decided to purchase Parallels Remote Application Server, with its excellent flexibility, after considering system approaches that would lend themselves to the acquisition of ISO 27001 certification for data security management systems. Parallels Remote Application Server offered a wide range of interface options and support for diverse devices.

## Benefits Summary

Using Parallels Remote Application Server, Rise was able to create an environment that enabled personnel to work from home while ensuring advanced security, eliminating the need to come to the office when sudden business arose during holidays or weekends. Having all personnel use the same system resulted in lower risk and greater business efficiency. This experience will be the basis for plans to promote business expansion nationwide, including the use of franchising.

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