

Case Study

Background

Robinson+Cole, an AM LAW 200 law firm representing clients globally, is dedicated to placing its clients' needs at the forefront of its operations. As the custodian of sensitive client data, Robinson+Cole is committed to stringent data protection and governance standards. This commitment encompasses maintaining the confidentiality and security of client data while meeting stringent compliance obligations imposed by a broad range of data privacy regulations.

The firm's Compliance and Governance team spearheads this initiative, continually innovating to stay ahead of the firm's ever-growing data footprint, diverse client needs, and evolving regulatory demands. Adopting a proactive, data-driven approach to managing and protecting their data is central to the team's efforts.

The Challenge

The primary challenge for Robinson+Cole was to efficiently manage and protect its extensive data estate, which includes repositories in One Drive, iManage, and Outlook, as well as data stored in file shares. The Compliance and Governance team needed to ensure they could promptly respond to client audit requests, make accurate declarations to insurers, and swiftly mitigate any potentially non-compliant data practices.

At a Glance

- Robinson & Cole LLP
- Law Firm
- 15 Offices
- 250+ Attorneys
- Bankruptcy, Corporate, Data Privacy/Cybersecurity, Environmental & Land Use, Health Care, Insurance, IP, Labor & Employment, Litigation and Real Estate

Challenge

- Compliance with data privacy regulations
- Managing a large data footprint
- Data protection and confidentiality

Benefits

- Improved data governance
- Proactive risk management
- Efficient client audit responses

Solution

- ActiveNav Cloud

The Solution

To address these challenges, Robinson+Cole deployed ActiveNav Cloud. This solution enabled the Compliance and Governance team to gain insights into the firm's data estate, including distributed sensitive personal data and business-critical client matters. These insights allowed the team to confidently and promptly respond to incoming client audit requests and accurately attest to adequately managing the firm's sensitive data holdings.

Implementation and Benefits

With ActiveNav Cloud, Robinson+Cole's Compliance and Governance team could monitor their data risk, identify and resolve instances of inappropriately stored sensitive data, and address redundant, obsolete, and trivial (ROT) data. The ActiveNav Cloud service continuously monitored the firm's file shares, email, OneDrive, and iManage repositories, ensuring resources were targeted where they were most needed.

Driven by increasing regulatory standards and our stringent data stewardship standards, we partner with our clients to set the highest possible standards for information governance. Our ActiveNav Cloud subscription provides us with insights across our unstructured data estate so that we can monitor data risk, identify and resolve inappropriately stored sensitive data, and address the redundant, obsolete, and trivial. ActiveNav Cloud monitors our file shares, email, OneDrive, and iManage repositories so we can target our resources where they are most needed.

- **Jim Merrifield, Director of IG, Robinson+Cole**

Results

By leveraging ActiveNav Cloud, Robinson+Cole has significantly enhanced its data governance capabilities. The firm can now:

Respond Efficiently to Client Audits

The team can quickly and confidently address audit requests, demonstrating robust data management practices.

Proactively Manage Data Risks

Continuous monitoring and analyzing data repositories allow for early identification and resolution of potential risks.

Optimize Data Resources

Identifying and removing ROT data frees up valuable storage space and streamlines data management processes.

Looking Forward

Robinson+Cole's forward-thinking approach to data governance and protection set a benchmark within the legal industry. The firm's use of ActiveNav Cloud exemplifies its commitment to maintaining the highest standards for data stewardship in the legal industry, ultimately supporting the diverse ways in which the firm serves its clients.

Our North Star vision is Zero Dark Data, and we're excited to provide our innovative ActiveNav Cloud service to customers so they can join us on the journey. Perhaps more so than any other, the legal industry has a special obligation to steward and govern its clients' data, and Robinson+Cole is leading the way in its approach. The insights we provide will enable its governance team to clearly understand the compliance, risk, and value of its data estate so that it can drive data standards, better support the firm's diverse practices, and prepare its data for the ethical development of AI-driven services.

- **Peter Baumann, CEO ActiveNav**

Robinson+Cole's collaboration with ActiveNav has not only improved its data governance but also positioned the firm as a leader in proactive data management within the legal sector.

About Us

We're data experts, and our North Star is Zero Dark Data. We believe that all organizations should be aiming for a state of Zero Dark Data so that they can act as good stewards of that data to minimize their cyber risk surface area, protect the interests of their customers, their staff and their other stakeholders. We've been working continuously with unstructured data in the wild for well over a decade and we think the market deserves data discovery products that just work. As a result we are trusted by leading companies and government agencies to help them understand and control their data assets to drive regulatory compliance, reduce the cost of data ownership and improve data quality.

Aside from our fascination with Dark Data, we're engineers, designers, runners, gardeners, chefs, photographers, bikers, parents, skiers, cosplayers, hikers, gamers, travelers, mountain climbers, friends, race car drivers, readers, volunteers, and car enthusiasts. We value loyalty, accountability, and communication and care deeply about creating a sustainable future, supporting charitable causes as proud members of Pledge 1%.

- ❏ 15 Years of Experience
- ❏ 6 Continents and 28 Countries
- ❏ 15+ Billion Files Discovered
- ❏ 30K+ hrs Customer Deployments
- ❏ 300+ Customers and Counting



ZERO 
DARK DATA



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