



“The transition to TitanFile made large file transfers seamless and simple.”

Jason Mervyn, Director of IT Business Solutions

Success Story - Law Firm  
Gowling WLG (Canada) LLP



Gowling WLG (Canada) LLP  
Legal Professionals: 700  
Offices: 8  
[www.gowlingwlg.com](http://www.gowlingwlg.com)

### Who We Are

Gowling WLG (Canada) LLP is a member of Gowling WLG, an international law firm with more than 1,400 legal professionals and a range of business support teams working to deliver world-class legal advice across 19 cities in the UK, Canada, continental Europe, Asia and the Middle East.

### The Problem

Advancements in legal technology have created opportunities for law firms to modernize how they do business. Clients are increasingly demanding higher agility and flexibility in the delivery of legal services. The growing concerns over privacy and security have put stringent requirements on the digital tools law firms adopt. Gowling WLG (Canada) LLP saw an opportunity to upgrade the file sharing tools used by their legal professionals.

At Gowling WLG (Canada) LLP, the need to exchange files with clients, opposing counsel, co-counsel and other partners significantly increased over time. The IT Help Desk was managing all external file transfers on behalf of the legal professionals. They used various tools, such as FTP and enterprise file sharing solutions. However, none of the existing solutions had an Outlook plug-in or integrated with the document management system, which added friction to wider adoption.

As the demand for sending and receiving files grew, it started to burden the IT Help Desk. The IT team also started seeing clients use other platforms such as Dropbox, which was a security concern. It was decided that in order to satisfy the business needs of the legal staff and clients, an easy yet secure self-serve solution must be deployed. Moreover, the solution must host the data in Canada and have both an English and French language interface.

“TitanFile’s beauty is its simplicity”

Kevin Larsen

IT Manager,  
Gowling WLG (Canada) LLP



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### The Solution

The IT team conducted thorough due diligence and selected TitanFile as the winning solution from a number of solutions. TitanFile was selected because it was a Canadian solution that offered data residency in Canada, integrated with the document management system, was easy to use for staff and clients, saved IT Help Desk time, was cost-effective and has a very responsive team.

“Using TitanFile is as simple as creating a new email, attaching your files, specifying your recipients and clicking TitanFile Secure Send in the Outlook ribbon. TitanFile allows you to transmit files up to 25 GB using either Outlook or the TitanFile web interface. TitanFile is simple to use and will make transmitting large files easier for us and our clients,” shares Jason Mervyn, Director of IT Business Solutions.

To get enterprisewide adoption, the Outlook add-in was made available on every computer. Because the firm’s document management system was integrated into Outlook, this would keep end users in the flow of what they were doing and enable them to seamlessly attach large files.

### The Result

“We really gauge the success of a product by three main things: reliability, usage and feedback from users. TitanFile has passed all of these metrics with flying colors,” says Kevin Larsen, IT Manager.

**Reliability.** Gowling WLG (Canada) LLP operates across the country in various time zones and strives for unparalleled client service. Its solution must be consistently available 24/7. TitanFile hosts client data in secure and compliant Canadian data centers that offer guaranteed uptime and business continuity. “We found the TitanFile team to be flexible and very responsive to our requests,” remarks Mervyn.

**Usage.** The IT team had a vision to replace all existing legacy solutions with one standardized sharing solution to be rolled out in phases while collecting feedback from both staff and clients. TitanFile was initially deployed to 250 users, and in less than six months, the adoption exceeded expectations and was rolled out to over 2,000 users enterprisewide.

**Feedback from Users.** Both internal stakeholders and clients found it extremely easy to receive information even if they hadn’t used TitanFile before. The IT team no longer needed to provision guest accounts in advance for clients or handle onboarding, saving the Help Desk time.

#### About TitanFile

TitanFile is an award-winning secure messaging and file sharing platform for external correspondence among attorneys and their support staff, and their clients and partners. TitanFile is as easy to use as email, resulting in increased efficiency, cost saving and higher customer satisfaction while improving security and compliance.