

## Bowles Rice at a Glance

- Full service US law firm
- No. of offices: 7
- No. of attorneys: 110
- TitanFile client since: 2016
- User adoption rate: 100%
- [www.bowlesrice.com](http://www.bowlesrice.com)

**“ Once the firm’s users were onboarded, the help desk no longer received support calls from attorneys asking for assistance with file sharing. Just set it and forget it. ”**



**Scott Ball**  
Director of IT

## Bowles Rice LLP Uses TitanFile to Securely Exchange Confidential Files Across All Practice Areas

### Bowles Rice Case Study



#### About Bowles Rice LLP

Bowles Rice is a full service, regional law firm with seven offices in three states and more than 100 lawyers practicing in many areas of the law including litigation, energy, banking, healthcare, education and real estate.

Bowles Rice is committed to providing quality and professionalism in all that it does. By implementing state-of-the-art technology, the firm is able to serve its clients in a time and efficient manner from virtually any location.

#### The Challenge

Bowles Rice attorneys and support staff in each office and/or practice area commonly shared the need to collaborate and exchange files with clients on a regular basis. Depending on the practice area, the nature of the information being shared was different, so each area consequently had its own set of use cases, including sending big PDF documents, folders containing a large number of files, and medical information that required compliance with HIPAA.

Since there wasn't a standard solution that met the needs of all practice areas, the IT help desk was heavily involved in requests to:

- Zip folders and upload files on behalf of the attorneys
- Send large files via secure FTP
- Onboard clients on how to receive files

The firm knew that in order to continue to provide the highest quality of service to its clients, it needed to find a solution that enabled non-technical users such as attorneys, support staff, and clients to share files more efficiently.



**“TitanFile just works. Our employees caught on to the solution quicker than anything I’ve worked with over the past 6 and a half years.”**



**Alan Digman**  
Applications Specialist

**Interested in learning more about TitanFile?**

**Book a demo at:**  
[\*\*titanfile.com/book-a-demo\*\*](https://titanfile.com/book-a-demo)

## The Solution

Bowles Rice leveraged the ILTA community to search and compare competitive platforms on the market. The firm selected TitanFile as the winning solution because it was exactly what the firm needed – something that was secure, easy to use, and addressed all file-sharing use cases across the different practice areas at Bowles Rice.

With minimal training, the firm’s attorneys and support staff were able to easily send large files, and even folders that contained thousands of documents. Since TitanFile is HIPAA compliant, medical information and other personally identifiable information (PII) could also be shared with no additional work.

The self-serve experience was replicated for the firm’s clients, who no longer needed complicated instructions and were able to receive files directly, even if they had never seen or used TitanFile before.

## The Result

All practice areas at Bowles Rice now confidently rely on TitanFile for all of their secure file sharing needs. The solution has enabled the firm to continue to deliver its promise of providing quality and professionalism to its clients.

The success of the TitanFile deployment was indicated by three things: *usability, improved HIPAA compliance, and the discontinuation of legacy solutions.*

### 1) Usability

The firm’s attorneys and support staff now have a solution that allows them to do their job more efficiently. Files - whatever the type, size, or quantity can be shared instantly through TitanFile without any IT intervention.

### 2) Improved HIPAA compliance

Attorneys and clients are able to confidently exchange medical information and personally identifiable information (PII), knowing that data is encrypted and stored on secure and compliant data centers.

### 3) The discontinuation of legacy solutions

Bowles Rice no longer dealt with the inconvenience and inefficiencies of zipping files or sharing large files through FTP. Instead, the two are replaced with a robust solution that handles all use cases.

### About TitanFile

Attorneys and support staff use the TitanFile platform to securely exchange messages and large and sensitive files with clients, experts and opposing counsel. TitanFile is as easy to use as email, increasing staff productivity and simplifying client collaboration while improving security and compliance.