

## Dietrich Law at a Glance

- Law Firm in Kitchener, ON
- No. of lawyers: 4
- TitanFile client since: 2014
- User adoption rate: 100%
- [www.dietrichlaw.ca](http://www.dietrichlaw.ca)

**“TitanFile is flexible, reliable, and has enabled us to send and receive confidential healthcare documents while meeting any concern for security.”**



**George Dietrich**  
Managing Lawyer

## How Dietrich Law Adopted a Secure Portal



### About Dietrich Law

Founded in 1993, Dietrich Law is a firm based out of Kitchener, Ontario that focuses exclusively on disability and personal injury law.

The firm is one of the founding members of the Injury Lawyers of Ontario and prides itself in its success with helping its clients obtain fair compensation.

Through continuous learning, innovation, and the adoption of new technologies, Dietrich Law is committed to delivering the best-in-class legal services for its clients.

### The Challenge

Working in the practice areas of personal injury and disability law, Dietrich Law regularly interacted with other law firms in the healthcare and insurance ecosystems. When information had to be shared, staff relied on email for smaller files and courier for larger packages, however, both methods posed several inconveniences that often led to delays.

With email, attachments had to be password-protected and could not be used unless it was clear it was delivered successfully to recipients. Depending on the configuration of the recipients' mailbox, attachments were often rejected. On the other hand, for a long time, any attachments larger than 20MB could not be sent at all.

Courier wasn't any better. Staff had to make photocopies of documents or burn them onto CDs before shipping them. Once shipped, it took an average of two business days for packages to be delivered, which was not always adequate for time-sensitive situations.

Unhappy with email, Dietrich Law saw an opportunity to deploy a simpler, more time-efficient solution for sharing documents.



**“ Unlike other platforms I’ve used in the past, TitanFile was very easy to use. It enabled us to share files in a fraction of the time it used to take and the security features have given our staff and clients peace of mind. ”**

**Lina Scarfone**  
Paralegal

**Interested in learning more about TitanFile?**

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

## The Solution

Dietrich Law chose TitanFile as the winning solution because it was a PIPEDA-compliant, cloud-based platform that enabled the firm to share highly confidential healthcare information on demand.

Unlike other applications, TitanFile was as easy to use as email and enabled secure two-way communication between the firm and external parties. Documents of all sizes and volumes could be shared with just a few clicks and did not need to be password-protected ahead of time since TitanFile automatically encrypted all information in transit and at rest. They could then be removed and secured.

TitanFile was the perfect alternative to email and the time and expense of a courier.

## The Result

Since deploying TitanFile, the Dietrich Law team no longer struggled to share files through email or courier, but instead, had access to a reliable file-sharing platform. With the time saved, the firm was able to put more focus on maximizing both the medical outcomes and the financial recovery of its clients.

The success of the TitanFile deployment was indicated by three factors:

### 1) Increased efficiency around file sharing

TitanFile completely replaced outdated file sharing methods and has enabled Dietrich Law staff to share files of all sizes and volumes on demand.

### 2) Improved security and compliance

TitanFile automatically encrypted information while it was in transit and at rest, ensuring that confidential healthcare information was protected at all times.

### 3) Access to reliable services 24/7

Over time, TitanFile continued to improve its platform and features, and was always reliable with its services and customer support.

### About TitanFile

Lawyers 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.