



**HEIMDAL™**  
SECURITY



International Legal Practice Rejuvenates  
Patching Strategy with Heimdal™

CASE STUDY

**Company Name:** Osborne Clarke

**Industry:** Legal

**Year founded:** 1748

**Number of employees:** 2,000+

**Global presence:** Europe, America, APAC

**Company website:** [www.osborneclarke.com](http://www.osborneclarke.com)

## Introduction

Osborne Clarke was founded in 1748 in Bristol, England by Jeremiah Osborne. Today, Osborne Clarke has reached international fame. The firm has offices in 13 countries across Europe, Asia, and the US.

Osborne Clarke has more than 270 partners and over 2,000 employees located in 26 offices around the globe. The firm takes a three-dimensional approach when delivering legal advice, combining technical expertise and sector understanding with insight into the global issues driving transformation in their clients' businesses: decarbonization, digitalization, and urban dynamics.

**Describe a challenge you've experienced and which Heimdahl™ solved.**

### Patch Management

Prior to using Heimdahl for patch management, we used an SCCM integrated tool to match 3rd party software. This took a considerable amount of time, not only to set up but also to maintain every month.

Our previous 3rd party patch tool only supported a small number of applications that we used, leaving other applications out of date and vulnerable.

Since using Heimdahl for 3rd party patch management, the amount of time we have spent maintaining our patch cycle has significantly reduced. In fact, after setting up our policy to control patching we more or less leave it to do its thing.

Heimdahl supports all of our most used applications and has made patching our 3rd party applications something we no longer have to worry about.

### Remote Support

Before using Heimdahl remote support we often encountered DNS issues when remoting to devices due to devices moving around. With Heimdahl, this is no longer an issue as connections are established client to client.

**Describe what you like about the Heimdahl™ Security product suite and how our cybersecurity solutions helped your operations.**

In a world where device security is becoming more and more important, with multiple different attack surfaces for an IT team to consider and protect, Heimdahl has helped us to easily keep all our 3rd party applications up to date, ensuring vulnerabilities are kept to a minimum.

**Describe why you choose Heimdahl™ above other options.**

We chose Heimdahl's products for their ease of use and consistency, as they not only mitigated risks within our company but also proved to save precious time and resources in the process as well.

**Describe how your systems will be impacted if you did not have the Patch & Asset Management and Remote Desktop modules provided by Heimdahl.**

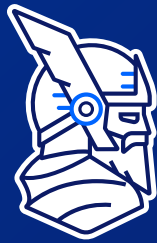
We would not be able to issue nearly as many patches for applications without Patch & Asset Management, meaning we would be more vulnerable and our security posture score in Microsoft Defender ATP would be far worse. We would also not be able to offer remote support to devices without using Remote Desktop, as since we rolled out ZScaler we cannot establish remote connections using a tool that relies on IP.

## Osborne Clarke Security Challenge

Osborne Clarke overcame two very distinct security challenges with the help of Heimdahl. On the one hand, the firm successfully replaced a 3rd party patch management system that could not handle their needs entirely with Patch & Asset Management, a module particularly designed to support companies in their journey of vulnerability prevention and mitigation.

Besides extended support for the applications Osborne Clarke rely on to complete daily tasks, Heimdahl Patch & Asset Management also aided the legal practice in asserting complete control over its patching environment and saving a lot of time and resources in the process.

In addition to this, Osborne Clarke had encountered difficulties in the past in terms of offering remote support due to DNS-related difficulties. Heimdahl Remote Desktop's multiple connection modes and accessible interface came as the natural next step in bridging this gap.



# HEIMDAL™

SECURITY

**Leading the fight against cybercrime.**

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