

HYPR

Leading Australian Legal Firm

Venerable Australian law firm stops phishing attacks and modernizes their workforce login experience by deploying HYPR Passwordless MFA.



Stopped Phishing Threats



Improved User Login Experience



Modernized Authentication Strategy



We strongly believe in the use of modern technologies to deliver an exceptional client experience. HYPR supports that commitment to Operational Excellence by enabling secure, streamlined access to those tools and resources.”

Overview

This leading legal firm is one of Australia's oldest and largest, independent law groups, representing government and corporate clients across the country and internationally. With multiple locations and over 500 employees, they provide legal expertise that spans education, healthcare, infrastructure, financial services, technology and government. While the firm has a long history, it believes firmly in embracing new technology to help it continue to deliver excellence in employee experience and client service.

The Challenge

The firm was experiencing a significant increase in phishing attempts, averaging over a dozen a week. This not only cost time and effort to measure, remediate and report, it created a significant risk to business and client data. The legal industry is a prime target for hackers. Many have vast stores of proprietary and sensitive data, including client financial data and patents. While the firm was not aware of any data stolen to date, clients sensitive to these risk would inquire about protective measures the firm is taking, especially as the threats grow more sophisticated and targeted.

The IT team also had a mandate from executive leadership to improve the authentication experience. The firm's attorneys frequently found themselves locked out of systems due to password complications, creating frustration and impacting their ability to quickly access the information and systems they needed.

The company has several different locations and its attorneys were often offsite, with unpredictable connectivity. Secure login at the desktop level as well as for cloud applications was critical, as was the ability to authenticate securely when offline.

Key Results

- Implemented passwordless desktop MFA for Windows and Mac workstations
- Integrated phishing-resistant, passwordless access into Microsoft Entra ID
- Faster, frictionless login for attorneys and staff
- Reduced account lockouts

About HYPR

HYPR Identity Assurance provides the strongest end-to-end identity security for your workforce and customers, combining phishing-resistant passwordless authentication with adaptive risk mitigation, automated identity verification and a simple, intuitive user experience. With an independently validated ROI of 324%, HYPR secures some of the most complex and demanding organizations globally.



THE IDENTITY ASSURANCE COMPANY

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The Solution

Both the company's CIO and VP IT agreed they wanted a cloud-based solution that offered ease-of-use for attorneys and administrators alike, while covering their identity security gaps. The team had already tested one passwordless solution and rejected it due to its inconsistent authentication experience.

The firm uses Microsoft Entra ID for identity and access management so any solution would need to integrate with that environment while addressing all their other requirements. Given the escalating phishing attacks along with new government cybersecurity guidelines specifying phishing-resistant MFA, quick deployment was also crucial.

The IT team turned to HYPR as a solution known for its superior user experience and ability to cover a broad range of scenarios, including secure offline authentication. Importantly, HYPR Enterprise Passkeys are Microsoft-validated for passwordless authentication with Entra ID.

The Results

The IT department quickly rolled out HYPR Enterprise Passkeys across one of the firm's sites for secure passwordless login to workstations and Microsoft Entra ID, and is now deploying HYPR to the remaining locations. The technical team appreciates the ease of implementation and HYPR's responsive expertise in working with their own solution architects.

The attorneys and other team members are enjoying the HYPR app's fast, simple login. With a single-gesture, they can securely and quickly access their desktops as well as cloud applications, no matter where they are. News has spread, and the legal staff at other locations are eager to switch.

By removing passwords, the company is protected from credential phishing, account takeover, credential stuffing and other password-related attacks. The IT team is spending less time on measuring and reporting phishing attacks, and are seeing fewer support calls to deal with account lockouts.