KEEPER CONNECTION MANAGER

Case Study: Enabling Remote Work

Making Remote Access Simple, Fast and Secure for Legal Firm

Keeper Connection Manager Performance and Ease-of-Use Enabled Lang, Richert & Patch to Transition to a Hybrid Work Model

LANG, RICHERT & PATCH

NO. OF EMPLOYEES

50

LOCATION

Fresno, CA

FOCUS

Real estate law and business litigation

CHALLENGE

Prior to the pandemic, Lang, Richert & Patch relied on a remote access system that was expensive, glitchy and slow. It was sufficient to support occasional use by attorneys and the firm's in-house IT specialist, but could not support the entire team working remotely when public health measures forced people out of the office.

SOLUTION

Darin Land, who runs IT for the firm, deployed Keeper Connection Manager, an agentless secure remote desktop solution, in a Docker Container.

BENEFITS

Even the most change-resistant attorneys in the firm have come to love how simple and fast remote access is with Keeper Connection Manager. Additionally, Land can provide desktop and IT support from anywhere, even from his smartphone. Further, he spends almost no time maintaining and managing Keeper Connection Manager because it's so stable and straightforward to administer.

Lang, Richert & Patch is a small-to-midsize law firm in Fresno, Calif.that specializes in construction, business litigation, employment and real estate law. Like most firms, partners wanted to see attorneys and support staff working in the office, but occasionally attorneys and paralegals needed to access their desktops remotely from home or if they were traveling.

Darin Land, the firm's Director of IT and in-house IT specialist, had tried several different remote desktop access systems before the pandemic. They were far from perfect. Land had to deal with stability issues, along with extensive end-user setup and support. Additionally, performance wasn't great, resource consumption was high and there were issues with integration with some of the firm's applications.

At the time, very few of the firm's employees were using remote access, and those who did use it typically did so for short periods of time. These solutions had their problems, but they were "good enough," and at the time Land had more pressing priorities than remote access.

A Rapid Transition to Remote Work

That all changed with the COVID-19 pandemic.

"COVID put a lot of pressure on the firm to come up with a better, low-maintenance solution as quickly as possible," Land said. "As a one-man shop, I get a lot of calls, even on vacation."

Specifically, the firm needed an efficient remote access solution that was easy on the end-users with a management interface that was simple and clean. However, it also had to provide excellent performance without chewing up too much of the firm's limited compute resources.

Land originally tried another HTML-based remote access system built on top of a Windows server.

"The Windows host system service would periodically 'thrash,' consuming 90-100% of the available CPU resources, resulting in sluggish remote access performance," Land said. "So every three to four weeks, we'd have to reboot it. Land then decided to try Keeper Connection Manager based on a recommendation from a friend."

Land deployed the software as a Docker container and found that installation was very easy. "I defined some variables, set up some volumes and I was done!" he said. And, immediately, he was impressed by not only how fast performance was for end-users, but also how efficient it was, consuming such low overhead on the CPU.

> Glyptodon [now Keeper Connection Manager] is so clean, fast and efficient. And it's an easy install with a clean interface. When our attorneys first used it, they were so surprised. 'We log in and, boom, our desktops are there,' they said. If you go full screen, you literally forget that it's a remote desktop.
>
> – Darin Land, Director of Information Technology at Lang, Richert & Patch

Simple to Use, Easy to Administer

Training attorneys and support staff to log into their desktops was extremely simple. All Land had to do was send them a URL, provide them login credentials, and they were working on their remote desktop.

"Keeper Connection Manager is so clean, fast and efficient," Land said. "And it's an easy install with a clean interface. When our attorneys first used it, they were so surprised. 'We log in and, boom, our desktops are there,' they said. If you go full screen, people literally forget that it's a remote desktop."

That easy install and simple management came in particularly handy when the motherboard for the server on which he'd installed Keeper Connection Manager failed overnight. He came in early, downloaded the Docker containers and in 25 minutes had the software installed on another machine with all his users set up to connect. No one ever knew there had been a problem.

Enabling Remote Support

Land uses Keeper Connection Manager for much more than just enabling attorneys to access their desktops from home. He also uses it to provide support.

"The managing partner had a project he had to get done, so I got an after hours call on a Friday that he's having trouble with his desktop," Land said. "I was out with some friends at a local sports pub, so I pulled out my iPhone, logged into Keeper Connection Manager, got on his workstation, and fixed what needed to be fixed. It took me 15 minutes, and the guys sitting with me were like, "What did you just do?!"

As the pandemic restrictions have eased, the firm's management have decided to pursue a hybrid work model. Keeper Connection Manager played an enormous role in making that decision possible, Land said.

"Keeper Connection Manager will be a big part of our future plans to allow people to work remotely," Land added. "We're just scratching the surface."

Want to learn how Keeper Connection Manager can help your organization provide secure access to virtual servers, applications and desktops? Get in touch.

sales@keepersecurity.com

* All references to Glyptodon Enterprise, as the product was called at the time the case study was written, have been updated to Keeper Connection Manager, which is the current name.