



## CASE STUDY

# Am Law 100 Firm Eliminates Passwords to Maximize Security and Billable Hours

## Executive Summary

A leading New York law firm sought an authentication solution that would enhance security without disrupting workflows. After a thorough evaluation, they selected the **Secret Double Octopus** platform for its unique ability to deliver phishing resistance, an exceptional user experience, and broad compatibility—all without passwords.

**By eliminating passwords, the firm achieved frictionless, future-ready authentication, transforming IT services and improving efficiency.**

## At a Glance

**Sector:** Legal

**Region:** Global (NYC based)

**Company:** AmLaw 100 firm, 1200+ attorneys

**Challenge:** Password-based MFA caused security vulnerabilities, login delays, and IT inefficiencies

**Solution:** Firm-wide password-free authentication, innovative remote IT services

**Benefits:** Stronger security, a better UX, uninterrupted workflows



Password-free MFA authentication

100%

Elimination of password-based threats



## The Challenge: Balancing Security, UX, and IT Efficiency

For years, the firm relied on a patchwork of MFA solutions, including their IAM system's authentication component. However, each solution provided only partial coverage and still required passwords as a fallback—leaving critical workflows vulnerable to phishing and credential theft while complicating usability.

**Reliance on passwords disrupted workflows.** Lost or forgotten credentials, multiple MFAs, and cumbersome login processes delayed work and frustrated lawyers.

**IT support disrupted billable work.** Resolving technical issues required IT teams to access attorneys' workstations.

However, remote troubleshooting meant attorneys had to either step away from client matters to assist IT teams or disclose their passwords to enable IT access—a major security risk.

In evaluating alternatives, the firm briefly considered Windows Hello for Business (WHfB) but quickly dismissed it due to platform limitations. WHfB only works natively with Windows environments, which left a significant portion of the firm's workflows and users unsupported, including many that prefer Macs.

**The firm needed a scalable, user-friendly solution that enabled unattended IT support while ensuring top-tier security.**

## The Solution: A Passwordless Future with Secure, Unattended IT Support

Its search led the firm to select the **Octopus Passwordless Authentication** Platform for its ability to provide strong MFA protection and fast, easy access to all company resources. Unlike solutions that only replace passwords used with web applications, Octopus eliminates user passwords everywhere, including legacy and on-prem systems, supporting all authentication methods and workflows.

**A phased rollout ensured smooth adoption.** Implementation began with IT and senior management before expanding firm-wide to 1,200+ attorneys. Octopus integrated seamlessly with the firm's existing identity stack, replacing some MFA solutions while enhancing others by serving as a secure authentication layer.

**This allowed the firm to ensure a universal, password-free login experience.** Instead of entering passwords or waiting through multi-step authentication processes, attorneys can now log in instantly using biometric push via a mobile app—approving login requests with a single tap.

**IT support became significantly more efficient and secure.** With Octopus, IT teams can troubleshoot and maintain attorneys' computers without requiring lawyers to enter credentials or stop doing their work. The platform enables secure temporary access for IT technicians and logs every action for compliance purposes.

**Compliance and security teams gained unprecedented visibility.** Octopus' centralizes monitoring and logging capabilities making it easy for security teams to investigate anomalies, track authentication events and IT service sessions, and maintain airtight audit trails for regulatory compliance and internal security governance.

Secure remote IT services

83%



Reduction in attorney disruptions during support sessions



Seamless biometric authentication

1000s

Billable hours preserved



## The Result: Stronger Security, Faster Access, and Smarter IT Operations

By eliminating passwords, the firm **transformed its authentication experience**, achieving immediate benefits:

- **Stronger security:** Eliminated a major attack vector, reducing phishing risks and credential-related threats.
- **Faster access:** Instant, password-free logins keep attorneys focused on billable work.
- **Efficient IT support:** Secure issue resolution without workflow disruptions.
- **Enhanced compliance:** Complete visibility into authentication events, supporting regulatory requirements and future-proofing security.

## Looking Ahead

**Embracing passwordless authentication helped the firm future-proof its security strategy and ensure security and usability work hand-in-hand.**

With Secret Double Octopus, this Am Law 100 firm sets a new precedent for secure, efficient access management within the legal sector.

Centralized authentication monitoring

60%

Decrease in audit preparation time



## About Us

**At Secret Double Octopus, we believe authentication should be stronger, simpler, and completely password-free.** Our patented ZeroPassword™ technology eliminates passwords even from legacy and on-prem systems, delivering **unmatched security and user experience at scale.**

Our platform integrates seamlessly into any infrastructure, supporting any system, use-case, or authentication method.

Trusted by SMBs and Fortune 50 enterprises alike, we secure over a billion authentications annually, enabling organizations to achieve modern, phishing resistant security.

**Let's redefine authentication.**

Learn more at [doubleoctopus.com](https://doubleoctopus.com)

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