

Lawyers at Stewart McKelvey law firm use TitanFile to securely exchange confidential data across their six offices and with clients.

Case Study

Stewart McKelvey Law Firm



Stewart McKelvey
No. of Employees: 500
No. of Offices: 6
www.stewartmckelvey.com

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Scott Amyoony
IT Director
Stewart McKelvey

Who We Are

Stewart McKelvey has grown to become one of the 20 largest law firms in Canada, with more than 500 staff in six locations.

The firm’s success stems from an ongoing commitment to exceeding client needs. People trust Stewart McKelvey lawyers because they go above and beyond to provide the highest quality of ethical legal services.

The firm invests in its people, its business and new technology to ensure the continued delivery of quality service that clients have come to expect from the firm.

The Problem

The pace of law has shifted in the last five years; firms have to be much more agile than they used to be to keep up with client needs. Stewart McKelvey recognized this as an opportunity to make improvements.

A problem the firm faced was exchanging large files, both internally and with clients. With lawyers spread over six locations, Stewart McKelvey needed a secure, centralized system to effortlessly exchange large amounts of confidential data.

Having tried multiple solutions, the IT department at Stewart McKelvey realized early on that they needed a better product – something with both company fit and broader capabilities – to continue being an industry leader.



The Solution

During this time, the IT department was introduced to TitanFile. “As a department, we were drawn to the security and administrative rights that the product offered,” stated IT Director Scott Amyoony. TitanFile provided Stewart McKelvey IT with the control they were looking for to effectively manage their users.

In addition, the platform allowed lawyers to create secure messaging threads, called Channels, through which they could communicate and transfer large files. “It gave lawyers a great tool that they could use with their clients,” continued Amyoony. “And TitanFile kept the client data safe.”

In a world where customer satisfaction is a priority, being responsive to their needs is an incredibly valuable trait. With TitanFile, lawyers are notified immediately when a file is read by a client. “This is so much more reliable than email – a read receipt to an email can be declined,” stated Amyoony.

What started as a file transfer solution has quickly grown into a company-wide correspondence platform. “Once the lawyers started using the product, others saw how intuitive and easy it was – and the more they wanted to use it.

In addition, very little training was required for the lawyers,” stated Amyoony. Today the firm has about 125 lawyers and staff actively using TitanFile to communicate and share files with colleagues and clients.

The Result

Since working with TitanFile, Stewart McKelvey lawyers have seen a quicker turnaround time on transactional business, allowing them to keep up with the shifting pace of the legal landscape. Through it all, perhaps most importantly, Stewart McKelvey has been able to continue exceeding client needs.

Clients today demand security, and Stewart McKelvey offers that. “Client confidentiality is so important to us,” said Amyoony. “TitanFile provides a peace of mind, control and security.”

Stewart McKelvey will always be committed to delivering business excellence. “It’s been a pleasure working with the team at TitanFile. They have a real commitment and dedication that makes it an honor to work with them,” Amyoony concluded.

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