

CASE STUDY

Personal Injury Law Firm

From Outdated and Exposed to Secure, Cloud-Ready, and Compliant

How Fraser & Souweidane P.C. Modernized Its Technology, Protected Client Data, and Gained a Partner That Actually Responds

Cyber Protect LLC

No Geek Speak. No Hassles. Just Real Protection.

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cyberprotectllc.com

Executive Summary

Fraser & Souweidane P.C., a personal injury law firm in Metro Detroit, came to Cyber Protect LLC with technology that had quietly become a liability. Aging computers, no cloud access, and unreliable backups.

Cyber Protect stepped in and rebuilt the firm's technology foundation from the ground up: new hardware, cloud-based case and document management, zero-trust security, and locked-down email and network protections. The result is a firm that is now secure, compliant with professional responsibility obligations, and equipped to work productively from anywhere. IT issues that once dragged on for days are now resolved in minutes.

The Challenge

Personal injury law firms handle some of the most sensitive information a client can share: medical records, accident details, insurance negotiations, and settlement figures. Under Michigan Rule of Professional Conduct 1.6, attorneys have an ethical and legal obligation to protect that information. A breach is not just a technology problem; it is a malpractice exposure, a bar complaint waiting to happen, and a direct threat to client trust.

Before engaging Cyber Protect, Fraser & Souweidane P.C. was operating with a technology setup that had not kept pace with either the firm's growth or the threat environment in which it operates. Specifically:

- Outdated computers that slowed productivity and lacked modern security controls
- No cloud-based case or document management, meaning files lived only on local machines with limited access and recovery options
- Backups that were inconsistent, untested, and unreliable in the event of a real data loss incident
- Network, email, and endpoint security that had not been properly hardened

For a seven-person firm where every attorney and staff member depends on fast access to client files, this was not a minor inconvenience. It was a structural vulnerability that created real exposure, both operationally and legally.

The Risk in Plain Terms

A personal injury firm that loses access to client files, even temporarily, faces missed deadlines, damaged settlements, and potential malpractice claims. Statutes of limitations do not pause for IT problems.

Why They Called Cyber Protect LLC

The firm reached out to Cyber Protect LLC as part of a proactive decision to modernize its operations and get serious about security. There was no single dramatic incident that forced the conversation; there was simply a growing recognition that the firm's technology was holding it back and leaving it exposed.

What made Cyber Protect the right fit was straightforward: a local Michigan partner who understood what small professional service firms actually need, who could communicate without drowning attorneys in technical jargon, and who had a track record of delivering real results for businesses of their size.

A busy law practice requires systems that work with little to no downtime. When an attorney or staff member cannot access a file or send a secure email, every hour of delay has a direct cost. Cyber Protect's model of fast, reliable support was not a nice-to-have; it was a requirement.

The Cyber Protect Solution

Cyber Protect conducted a full assessment of the firm's technology environment and then executed a structured modernization. The engagement covered every layer of the firm's operations.

Hardware Refresh

The firm's aging computers were replaced with new laptops configured to Cyber Protect's security standards from day one. Each device was configured with the latest operating systems, endpoint protection, and the controls required to support the firm's new cloud environment.

Cloud Migration for Case and Document Management

The firm's case management and document management systems were moved to the cloud, giving attorneys and staff secure access to client files from the office, from home, or from a courthouse, without sacrificing security. This eliminated the single point of failure associated with locally stored files and set the firm up for a flexible, modern practice.

Backup and Disaster Recovery

Cyber Protect implemented daily automated backups with verified restore capability. This means the firm's data is not just being copied; it is being tested to confirm it can actually be recovered when it matters. For a law firm, the difference between a backup that exists and a backup that works is the difference between a minor disruption and a catastrophic loss.

Zero-Trust Security and Multi-Factor Authentication

The firm's network, laptops, email, and backup systems were locked down using a zero-trust security model. Under this approach, no user or device is automatically trusted, even if they are inside the office network. Every access request is verified. Multi-factor authentication (MFA) was added as a second layer of protection, requiring a second form of verification before anyone can log in to firm systems. These controls directly address the most common attack vectors targeting law firms: phishing, stolen credentials, and unauthorized access.

Ongoing Managed IT and Rapid Support

The engagement did not end at implementation. Cyber Protect now provides ongoing managed IT support for the firm, with an average response time under 15 minutes and a same-day resolution rate exceeding 95 percent. For a firm that previously waited days for resolutions, this is a fundamental shift in how technology works for the practice.

The Results

The impact of Cyber Protect's work at Fraser & Souweidane P.C. is visible across every area of the firm's operations.

Result Area	What Changed
Technology Modernization	Migrated to new laptops and cloud-based systems built for a modern, mobile law practice
Remote Work Enabled	Attorneys and staff can now work securely from the office or anywhere, without missing a beat
Breach Risk Reduced	Locked-down email, network, and endpoints significantly reduced exposure to phishing and data loss
Daily Backups with Verified Restores	Client files and case data are backed up every day and tested to confirm they can be recovered
Rapid IT Support	Average response time under 15 minutes; more than 95 percent of tickets resolved the same day
Zero-Trust Security	Every user and device must verify identity before accessing firm systems, period

The attorneys and staff at Fraser & Souweidane P.C. put it best:

"Cyber Protect has been a game changer for our law firm. Specifically, took our outdated platform and brought us into the cutting edge of the IT world."

— Ed Souweidane, Fraser & Souweidane P.C.

"Cyber Protect has been a great partner for our business. They upgraded our computer system and network, and everything has been running smoothly. I would highly recommend this business!!"

— Stu Fraser V, Fraser & Souweidane P.C.

What This Means for Your Firm

If your law firm looks anything like Fraser & Souweidane P.C. did before this engagement, you are likely carrying more risk than you realize.

Many small and mid-sized law firms in Michigan are operating on aging hardware, using file systems that were never designed for a cloud-first world, and working with IT providers who treat them as a low priority. In the personal injury space specifically, that combination creates real exposure under the Michigan Rules of Professional Conduct.

Consider what you are risking right now:

- If your files are not backed up with verified restores, a ransomware attack or hardware failure could cost you weeks of work and client trust built over years
- If your email is not properly secured, your firm is a prime target for wire fraud and phishing attacks that have cost law firms hundreds of thousands of dollars
- If your IT provider takes days to respond, your team is absorbing that lost time every single time something goes wrong
- If you are not using MFA and zero-trust controls, a single stolen password is all it takes for an attacker to access every client file you have

The good news is that none of this requires an enterprise budget or a full-time IT department. Cyber Protect delivers the same level of protection to firms of your size, at a price point built for small and mid-sized businesses.

A Note on Michigan Professional Responsibility

Michigan Rule of Professional Conduct 1.6 requires attorneys to make reasonable efforts to prevent unauthorized disclosure of client information. Courts and bar associations increasingly consider cybersecurity practices when evaluating whether that standard has been met. The question is not whether you need to protect client data; it is whether you are doing it adequately.

About Cyber Protect LLC

Cyber Protect LLC is a Michigan-based managed IT and cybersecurity firm serving small and mid-sized businesses in regulated industries. With over 50 years of experience, Cyber Protect delivers enterprise-grade protection without the enterprise price tag. Our approach is simple: No Geek Speak. No Hassles. Just Real Protection.

To schedule a free risk assessment, call (586) 500-9300 or toll-free at (888) 531-5099, or email info@cyberprotectllc.com. Learn more at cyberprotectllc.com.

Is Your Business Protected?

Find out with a free, no-obligation cybersecurity risk assessment from Cyber Protect
LLC.

We will show you exactly where you stand and what it would take to fix it.

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