

Electronic Signatures Made Secure for Law Firms

ClientSide is revolutionizing the legal industry by introducing a solution that increases a law firm's efficiency and provides a branded approach for electronic signatures.

Architecture

ClientSide's cloud-based product uses Amazon S3, thereby providing our customers with a secure, durable, and scalable platform. Being a web-based product, ClientSide requires no software installation making setup effortless. Whether the firm is small and growing, or an already established mega-firm, our platform is fully scalable to accommodate firms of various sizes that need to operate under high volume. ClientSide is responsive and works on all major Internet browsers and mobile devices.

We understand that security and confidentiality are of utmost importance in the legal industry, and our solution reflects that value. By partnering with JN Projects Inc., ClientSide encrypts your connection by using SSL (Secure Sockets Layer) – 256-bit encryption, the same encryption level as banks and government agencies. Furthermore, in being housed in a SAS70 Type II facility, ClientSide has an established tangible fortress to physically preserve the integrity of customer data. All information is controlled by a tested professional security staff, who uses state-of-the-art technology to ensure that data is protected.

ClientSide provides an Audit Trail. The Audit Trail provides firms with a transactional log between parties and also serves as an added access security measure. The Audit Trail Transactional Log catalogues the IP addresses, email addresses, and names of parties accessing the documents every time they are viewed. By using technology to process these logs, ClientSide gives you the ability to detect any suspicious behavior and effectively identify any unforeseen document manipulation to enable any issues to be proactively combatted.

Bank-Grade Security

- A. Encryption Connection with ClientSide is secure and encrypted using SSL. Your documents are also stored and encrypted at rest using AES-256-bit encryption.
- B. Physical Security ClientSide is hosted in a state-of-the-art SAS70 Type II, SSAE 16 facility that has achieved ISO 27001 certification. Physical access is strictly controlled by a professional security staff utilizing video surveillance, state-of-the-art intrusion detection systems, and other electronic means.
- C. Audit Trail ClientSide always creates a comprehensive transaction trail between signing parties. We track and timestamp information from the moment the document is submitted for signature to when it is completely signed and secured, such as IP address and UserAgent information. To ensure any tampering of your transaction log is detectable, we process the transaction logs with hashing technology.

We Handle 100% of the Training and Support

ClientSide is committed to making customers' transition to the product quick and easy. We provide 100% of the training, including extensive initial onboarding for attorneys, administrators, and office managers. Furthermore, ClientSide will connect their Enterprise customers directly to their Chief Technology Officer, who, along with the rest of the ClientSide staff, is committed to providing an immediate solution to any problems that may arise.

All customers will be provided with a contact point to the internal customer service level, wherein all email correspondence is responded to within two hours. Customer questions and concerns can also be directed to ClientSide's toll-free phone number. For even more complex, non-tech related questions, we have a legal compliance team managed by E-Signature law experts ready to help your staff with any and all questions. After all that, if the issue is not resolved, we have a development staff specifically tasked with custom feature development to make sure each firm is able to utilize the platform in a way that works best for them.

Designed by Attorneys

ClientSide, built by attorneys for attorneys, reflects a unique, personal understanding of the nuances of the legal industry, and is meant to increase efficiency within law firms from both the legal and technical standpoints. ClientSide has accounted for risk and resource allocation apprehensions in their development of the product and the growth of their business. With these considerations in mind, ClientSide has developed a revolutionary product that has maximal ease of integration and minimal security risks; as well as a brand founded on working with our customers to accomplish the goal of modernizing the practice of law.

Traditional signature practices add, on average, 3.1 days to formal approval processes. E-Signatures are a way to dramatically reduce this time lapse.