

William Fry unifies endpoint management with Softcat and Tanium

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William Fry is one of Ireland's leading corporate law firms, advising domestic and international organisations across a wide range of legal and tax services.

With a long-established presence and a reputation for excellence, the firm operates in highly regulated environments where information security, resilience, and operational reliability are fundamental to maintaining client trust and competitive advantage.

The Key Facts

- 1** Irish corporate law firm with a strong focus on information security and regulatory assurance
- 2** Long-standing Softcat customer across multiple security and infrastructure technologies
- 3** Adopted Tanium to enhance and consolidate an already mature endpoint management environment

The Challenge

William Fry's technology environment had developed in line with the demands of its clients and the wider legal sector, with established capabilities already in place across vulnerability management, patching, deployment and endpoint visibility. The firm's approach enabled it to operate effectively in a highly regulated environment, maintaining a strong security posture and supporting its day-to-day operations with confidence.

However, as expectations around speed, visibility and integration continued to evolve, the opportunity emerged to further refine how these capabilities worked together. While each tool delivered value in its own right, they operated independently, requiring additional coordination across the IT and security teams. As Luke Madigan, Cyber Security Specialist at William Fry, explained, "we had the right tools in place across vulnerability scanning, patching and deployment. Each did its job well, but they operated separately rather than as a single, joined-up approach".

Alongside this, some elements of the existing tooling reflected how the environment had evolved over time. "Our patching tool was reliable and did what we needed, but as the rest of our environment evolved, we started to see opportunities for something more modern and with more flexible capabilities", Luke noted. The objective was to identify how the firm could build on its strong foundation and align its tooling with its forward-looking strategy and drive efficiencies.

The team were delivering strong security outcomes, maintaining ISO 27001 certification since 2017, but siloed tooling increased complexity in day-to-day operations, particularly as the organisation continued to scale and expectations increased. The team recognised that consolidating these capabilities together under one solution would allow them to operate with greater efficiency and agility, while maintaining the high standards already in place.

Maintaining a leading position in information security was also a key consideration. In the competitive legal landscape, the ability to demonstrate robust, well-managed security practices plays a critical role in client trust and commercial success. As Luke explained, "strong information security has always been a key differentiator for us, and we're constantly looking at how we can take that further and stay ahead". This focus on continuous improvement meant the firm was always looking for ways to enhance visibility, responsiveness and control across its estate.

Ultimately, William Fry wanted to reduce operational complexity, improve how its tools and processes aligned, and create a more unified, efficient approach to endpoint management and security operations. By doing so, the firm could continue to build on its existing strengths while further differentiating itself in a demanding and highly competitive sector.

Critical Success Factors

- 1** Consolidate capabilities without compromising existing strengths or control
- 2** Enhance visibility and responsiveness across endpoints and security operations
- 3** Identify a solution aligned to long-term operational and compliance goals

The Solution

William Fry engaged Softcat to explore how it could further enhance its vulnerability management capability, building on an already mature and well-established security environment. Rather than replacing existing tools unnecessarily, the focus was on identifying a solution that could bring greater cohesion and scalability to the firm's approach.

Softcat supported the firm through a structured evaluation of the market, facilitating demonstrations across multiple vendors and helping the team assess each solution against their real-world requirements. This allowed William Fry to make a confident and informed decision based on how each platform would integrate with and elevate their existing capabilities. This produced swift results, as Luke Madigan explained, "Tanium stood out immediately. it aligned with everything we needed, but also gave us additional capability we could grow into over time".

Tanium was subsequently selected as the chosen strategic platform, offering the flexibility and breadth required to unify multiple areas of endpoint management. Tanium offered an opportunity to bring existing strengths together in a more cohesive way, without any disruption. Luke noted that "we were able to bring capabilities like asset,

compliance, deployment, enforcement and performance together into a single, cohesive platform", helping the team simplify operations while maintaining full control.

Throughout the engagement, Softcat played a key advisory role, combining technical insight with a clear understanding of the firm's objectives. This ensured that decisions were guided not just by product features, but by long-term fit and value. "It was really valuable having someone who understood the market and how different solutions worked together, so we could make the right decision with confidence", Luke explained. This approach also removed the need for fragmented vendor discussions, with what Luke described as "a clear, guided view of what would work best for us", enabling the team to move forward efficiently.

As the platform was adopted, William Fry expanded its use of Tanium in a deliberate and phased way, layering in additional capabilities to support policy enforcement, performance monitoring and asset visibility. This ensured the organisation could evolve its approach without compromising stability or introducing unnecessary complexity.

Solution Highlights

- 1** Unified multiple security and endpoint capabilities within a single platform
- 2** Enabled informed decision-making through structured vendor evaluation with Softcat
- 3** Supported phased expansion as additional value and use cases were identified

The Benefits

By integrating Tanium into its environment, William Fry has been able to elevate its already strong operational and security capabilities, achieving greater efficiency, visibility and control across the estate. The consolidation of previously separate tools has reduced operational overhead while enabling the team to act more quickly and with greater confidence.

The platform's flexibility has allowed the team to streamline a wide range of everyday tasks. As Luke explained, "Whether it's checking software, pushing registry changes or deploying scripts, everything is much more streamlined and efficient". This efficiency has freed up valuable time for the IT and security teams, allowing them to focus on higher-value activities.

Tanium also works seamlessly alongside existing technologies, enhancing rather than replacing them. "We're able to use Intune alongside Tanium in a really complementary way, with Tanium driving the majority of our endpoint management activities", Luke noted. This integrated approach ensures that the firm can maximise the value of its current investments while benefiting from enhanced capability.

One of the most significant shifts has been the move towards more proactive IT operations. With better visibility across the estate, the team can respond earlier and reduce disruption for end users. As Luke explained, "It's enabled us to take a much more proactive approach, identifying and resolving issues before they have any impact on users." In a legal environment where reliability is critical, that added responsiveness has been especially valuable.

The platform has also strengthened the firm's ability to demonstrate compliance and maintain a strong security posture. "We can now demonstrate our security posture through dashboards, reports and real-time data in a much more consistent and efficient way", Luke explained. This level of transparency supports both internal governance and external audit requirements.

A standout example of value was William Fry's Windows 11 rollout. Using Tanium Deploy, the team upgraded devices in a structured, phased approach. "To do this process manually, it could easily have taken six months," Luke explained. "With Tanium, it ran in the background and just worked". The ability to manage this internally saved time, reduced disruption, and avoided the need for additional external services.

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Luke Madigan, Cyber Security Specialist at William Fry

Benefits at a Glance

- 1** Streamlined operations through consolidation and improved visibility
- 2** Increased efficiency and reduced manual effort across endpoint management
- 3** Enhanced compliance, audit readiness, and proactive issue resolution

Why Softcat

For William Fry, Softcat's role extends beyond product supply to trusted partnership and guidance. "Softcat are easy to work with, and they're not biased towards vendors," Luke said. "Softcat helped us find an even better solution than the one we originally set out to buy".

By taking an objective, customer-first approach and combining technical expertise with consistent engagement, Softcat has become a valued advisor in the firm's ongoing technology journey.