

Modernizing Email Investigations in a Law Firm

How Spencer Fane Brings Speed and Clarity to Email Risk

CUSTOMER

Spencer Fane LLP

INDUSTRY

Legal Services

FOCUS AREAS

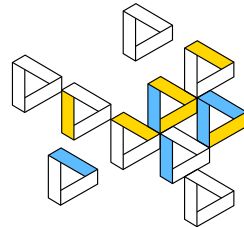
Email security and analyst efficiency

CHALLENGE

High email threat volume with zero tolerance for attorney disruption

GOAL

Faster, more accurate investigations across a 600+ attorney national firm



“Over the last 90 days of using Embed, we’ve saved approximately 155 analyst hours per month. This has enabled our team to tackle more pressing issues, rather than chasing false positives.”



R. ALLEN DARRAH

CHIEF INFORMATION OFFICER, SPENCER FANE LLP

Security in a High-Service Legal Environment

When cybersecurity conversations turn to law firms, the focus usually lands on compliance. Spencer Fane presents a sharper challenge. More than 600 attorneys across 30+ offices depend on email to serve clients under deadline, and controls that slow them down simply aren’t an option.

Spencer Fane is ranked 133rd on the Am Law 200. At that scale, the security challenge isn’t just technical, it’s cultural. Mike Knipple, Director of Information Security, framed it directly: the team must apply security that is accurate, fast, and minimally disruptive while managing real and evolving risk.

The Challenge: High Stakes, Low Tolerance for Friction

Attorneys rely on email to communicate with clients, courts, and opposing counsel, often under tight deadlines. Restrictive policies aren’t viable, yet email is a primary attack vector, requiring consistent scrutiny.

Before Embed, that scrutiny was entirely manual. Attorneys forwarded suspicious messages to the security team, and analysts read each one individually before responding.

“It meant spending most of my day reading other people’s emails,” said Jared Fields, Security Analyst. “Answering the same kinds of questions over and over.”

As threat volume and sophistication grew, the approach became unsustainable, not because it failed the firm’s service model, but because it consumed capacity the security team couldn’t afford to lose. A smarter approach was overdue.

“Embed allowed us to turn multiple variables of human resources, time to respond, and accuracy to create a baseline.”



MIKE KNIPPLE

DIRECTOR OF INFORMATION SECURITY, SPENCER FANE LLP

WHY EMBED



Agentic AI built by practitioners

Mirrors how real analysts investigate threats



iSteps™ Transparency

Gives analysts full visibility into every conclusion



Platform approach

Connects across email gateway, SOAR, SIEM, and endpoint



Designed to amplify human analysts

Removes noise so people make faster, better decisions



Embed's agentic security platform delivers intelligent automation and transparent investigation capabilities across your entire attack surface. Whether you're triaging alerts, defending your cloud infrastructure, or securing endpoints, Embed empowers your team to move faster—with confidence.

A Platform Built on Transparency

Knipple came to AI with healthy skepticism. What changed his thinking wasn't the automation — it was the explainability.

“Confidence comes from transparency,” he said. “Embed highlights the indicators and behaviors behind every risk determination — letting our team validate findings, apply judgment, and maintain accountability.”

Fields saw the same in practice. False positives dropped sharply. “It identifies what part of the language looks off,” he said. “That speeds up the whole process.”

With Embed in place, every suspicious email is analyzed automatically and presented as a structured case. Analysts arrive at decisions, not starting points.

Real Operations, Real Outcomes

Over 90 days, Spencer Fane saved approximately 155 analyst hours per month. That time now goes toward higher-priority work.

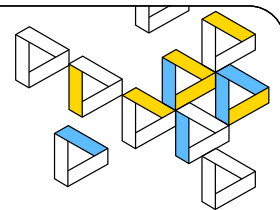
What once demanded reading every email, investigating every link, and checking every attachment now happens automatically.

“All the manual steps we used to do, Embed does for us,” Fields said. “It knocked it down to a small percentage of the time we used to spend.”

For a firm where attorneys hold the final say, that speed is how security earns its seat at the table.

The Impact

- ✓ Attorneys work without disruption to client service or email workflows.
- ✓ Analysts reclaim hours previously lost to manual review.
- ✓ Security decisions are faster, more consistent, and fully accountable.
- ✓ The team has a measurable baseline — and a foundation to keep improving.



The Future

For Knipple, this is only the beginning of what AI can do inside a SOC.

“First, AI can identify what's important before it even reaches the analyst,” he said. “Second, you get a deeper review of your environment over time. Find things you missed. Find them faster.”

The vision isn't replacement, it's amplification. AI removes the noise. The analyst makes the faster, better-informed decision.

At Spencer Fane, that shift is already underway and measurable.