



Secured with Confidence: How One Law Firm Strengthened Email Protection

When risky alerts and unexpected credential resets disrupted email access, a San Antonio law firm found stronger security through rapid MFA deployment and responsive support.



**80% Same-Day
Ticket Resolution**



**13+ Years of Proven
Industry Experience**



**20-Minute Human
Response Time**



**97.4% Customer Satisfaction
Rating**

Executive Summary

Espey & Associates, PC experienced constant risky-user alerts and unexpected credential resets because MFA was not enabled for Outlook. Employees could lose email access after their credentials changed without warning. 7tech rolled out MFA in one day and quickly helped the few users who needed support. The team added security for remote access and enhanced monitoring. The firm now feels more secure and more confident in the safeguards supporting email access and remote work.

About the Client

Espey & Associates, PC is a San Antonio law firm providing practical, efficient legal representation. Practice areas include personal injury and transportation, construction, employment, commercial and business disputes, professional liability, and insurance coverage.

The Challenge

Espey & Associates faced constant risky-user alerts because its previous provider had not enabled MFA for Outlook. Unexpected credential resets could leave employees unable to access email after their credentials changed without warning, creating recurring frustration and repeated access problems for the firm.

- Outlook accounts did not have MFA enabled, so sign-ins relied on passwords without an added identity-verification step.
- Constant risky-user alerts created recurring concern, demanded attention, and showed that account security needed stronger controls across the firm.
- Unexpected credential resets interrupted email access without warning, leaving users unable to sign in after credentials changed and creating a frustrating experience.



7tech rolled out MFA in just one day, and although a few users needed help, their tech team handled it quickly and efficiently. Now, with added security for remote access and enhanced monitoring from 7tech, we feel more secure than ever before.

Nancy Espey, Espey & Associates, PC

The Solution

7tech closed the identity-security gap by rolling out MFA for Outlook in one day. The added verification step strengthened the sign-in process. A few employees needed help during the rollout, and 7tech's technical team assisted them quickly and efficiently. 7tech also added security for remote access and enhanced monitoring. Together, these changes addressed the risky alerts and access problems while giving the firm stronger protection for email and remote work and helping users adopt the new sign-in process with responsive support when questions arose during the rollout.

The Results

With MFA enabled, Espey & Associates moved away from relying on passwords alone for Outlook sign-ins. Employees gained an added layer of identity verification, while 7tech's team provided rapid help to the users who needed assistance with the change. Additional remote-access security and enhanced monitoring gave the firm broader protection beyond email authentication. Most importantly, the recurring frustration tied to risky-user alerts, unexpected credential resets, and lost email access was addressed. The firm now feels more secure and more confident in the safeguards supporting email and remote access today.

Key Takeaways

MFA addressed Outlook security alerts and unexpected credential resets. Responsive support helped employees adapt, and added remote-access security and enhanced monitoring gave Espey & Associates greater confidence in the protections supporting email and remote work.

Services Provided

7tech provided Microsoft 365 MFA for Outlook, user assistance during the rollout, added security for remote access, and enhanced monitoring. Together, these services addressed the firm's identity and access concerns while helping employees adopt the new sign-in process. The engagement combined security implementation, remote-work protection, monitoring, and responsive technical support across the firm.

Final Thoughts

Espey & Associates needed a solution to alerts, unexpected credential resets, and disrupted email access. 7tech implemented MFA in one day, supported employees who needed help, and added security for remote access and enhanced monitoring. The firm now feels more secure and confident in safeguards protecting its email and remote work.

Where Secure Access Meets Responsive Support, and Every Firm Gains Confidence

Work with 7tech to protect what matters most through genuine care, reliable support, and lasting trust.

[Get Help Now](#)

