









Besides the auto-join Lobby and Announcements rooms, we also have several suggested rooms that our clients can join at their leisure. These include a Business News, Franchise News, and International Trade News rooms. These rooms are each running the RSS bot that pulls important news feeds for each of our primary practice areas. These rooms are public, not encrypted, and only the RSS bot has permission to make posts at this time. In the future if there is significant interest from our clients, we may decide to open these rooms for our clients to post as well although it is not an important need at this time. Clients are free to join and leave these rooms as they please and serve as a great resource for our Firm and clients to connect and discuss the latest news and activities in our practice areas.

When a client has decided to use our Matrix server to communicate with the Firm, it is simple as messaging one of our team members within Matrix+Element. Creating a chat within our server will create a private, encrypted room between the two users where our Clients can share confidential discussions and data. This allows our clients to have a secure space, where they can feel comfortable discussing and collaborating with their attorney, wherever they may be in the world and whatever their legal matters. When necessary, we can utilize the built in video and voice chat capabilities to chat with our clients and hold meetings as well.

As our team and clients use our Matrix server more often we also plan to utilize the Matrix platform for open public webinars and to connect with other FOSS organizations and others in the legal industry. Of course as a bonus to our clients and colleagues who utilize our Matrix server, they are free to create public, private, encrypted chat rooms on their own for their own organization – merely as a benefit of being a client of Reidel Law Firm.

Internally, we have designated a private space within our Matrix server to provide encrypted, private chat rooms and communications for the Reidel Law Firm team and others. The internal space is fully end to end encrypted and is used by the Reidel Law Firm as a dynamic space for designated and ad hoc rooms for internal collaboration with staff and others. As a private space it remains hidden from view from our clients and the public space. The video and voice chat capabilities keep our global team within easy reach at any time and keeps all of our internal communications on our own server, reducing our need to rely on other third party platforms to schedule our virtual meetings or video calls.



After we had our server deployed and live, we took the time to draft a walk-through and guide to using Matrix, Element, and the various bridges and integrations we utilized for our clients to take the maximum advantage of the platform. We explain what the Matrix protocol is, how to sign up on our Firm server, how to sign up on another server, and how to use Element as a client to our Firm server. We also explain the function and use of our bridges and bots we have installed. This guide will continually be updated as we add additional features and also receive feedback from our clients about their experience in using Matrix+Element. You can view the latest version of the **Guide here**.

Lastly, our choice of using a platform which is dedicated to Free Software philosophy has allowed the Firm to keep our costs in development and deployment of our Matrix server to a minimum while supporting Free Software use and awareness in the business and legal community.

## Conclusion

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Deploying and using our own self-hosted Matrix+Element instance has allowed our Firm to better serve and support our clients by offering a secured, encrypted communications platform that our clients can use both within the Firm and outside of the Firm. Bridging other communications platforms and channels to our Matrix server has allowed us to reach our clients wherever they are in the world through whatever platform they are able to access.

Our Firm has seen an immediate reduction in cost and improvement in quality of our communications with clients. Matrix+Element has allowed our small law firm to remain competitive and on the cutting edge of technology. We anticipate even closer collaboration with our clients and colleagues using our Matrix platform and as the future of business communications moves away from email.

**MESSAGE US ON ELEMENT FOR A FASTER,  
MORE SECURED RESPONSE!**



**[matrix] + element**

- Fully free and open source
- End to end encrypted
- Private and group chat
- Group voice and videochat