

CASE STUDY

LEGAL SECTOR

DLA PIPER



DLA Piper is one of the world's largest legal service providers. It employs around 3,700 lawyers in 67 offices in 28 countries throughout Europe, the US, Asia and the Middle East.

CHALLENGES

The business has been growing rapidly, and vast amounts of critical customer and commercial data are held on the firm's systems all over the world. It needed a service that would live up to its high standards as well as match the scale of its operations. It wanted:

To offer its lawyers around the world seamless access, no matter when or where they were

- Reassurance about international data security, particularly with the amount of confidential and commercially sensitive information held on its clients
- Compliance with data protection and freedom of information regulations
- A scalable system to cope with the rapidly expanding volume of data.

Daniel Pollick, Chief information Officer at DLA Piper, wanted to find a partner organisation to host the company's data. After an extensive process of due diligence and analysis, he selected Redcentric as the firm's new hosting partner. This means:

- High quality off-site data centre within which to locate core IT applications
- An experienced supplier offering expert help in data management and storage
- The best available data storage following Redcentric's £4 million investment in the security and technology infrastructure of its data centres
- Redcentric holds backup copies of all the data it stores in its highly secure data centre in case of an onsite outage. Clients' data is always safe and accessible.

REALISING THE BENEFITS

Confidence is everything in a law firm. Lawyers have an expectation that the systems they need will always be reliable and the data will always be available.

We are growing so fast, opening new offices almost every month somewhere in the world and our aim is to achieve the highest levels of quality for our systems all the time, matching the world-class standards we set in all areas of our business.

Daniel Pollick,
Chief Information Officer
DLA Piper



BUSINESS BENEFITS

- Confidence in Redcentric's integrity following a detailed study of its technical infrastructure and a mechanical and engineering assessment
- Prompt disaster recovery of critical data in the event of a major incident or breakdown
- Confidence that backup data transmission is secure and protected. Data is encrypted and compressed before transfer
- As primary storage or backup data volumes grow, DLA Piper can easily increase the utilisation of each data service.

OPERATIONAL BENEFITS

- A scalable system allowing for continued business growth
- Seamless connectivity and access for DLA Piper employees across international boundaries
- All data can be restored quickly to enable business continuity in the event of incident or breakdown
- Support and monitoring from Redcentric's 24-hour operations team 365 days a year.

FINANCIAL BENEFITS

- Future costs predictable with Redcentric's transparent charging model
- An instant data centre, eliminating the need for investment in a specific building
- No need to pay for unused space. Pay for as much or as little data storage as needed
- DLA Piper's IT team are released from infrastructure chores freeing them up for higher value activity.



TECHNICAL INFO

- Data Management
 - 40 racks private hosting suite in the Harrogate data centre with Gigabit connectivity into the DLA Piper wide area network
 - Hosting of DLA Piper systems in the London data centre (Colocation)
 - Replication of DLA Piper data from London to the Harrogate data centre using NetApp Snapmirror technology
- Data Centre Hosting
 - Co-created a virtualised server (VMware) environment with DLA Piper technical teams

We need to be confident that our global systems are safe and our move to Redcentric is part of our delivery of world-class systems. It is simply the best solution for us.

Daniel Pollick,
Chief Information Officer, DLA Piper