

**CASE STUDY**

## Lanyon Bowdler Solicitors improves DR position and reduces admin overhead

**Company**

Lanyon Bowdler specialises in almost all aspects of law, from criminal law and clinical negligence, through to family and employment law. The Shropshire based firm has 150 staff based across its three distributed offices.

**Business Challenges**

Improve the firms Business Continuity position

The IT group needed to contain costs and improve service levels at the same time

Improve the resilience of the backup and recovery mechanisms and stop using tapes

The IT group needed to reduce the amount of time it spent on backup and recovery tasks and administration

Local secure offsite tape storage facilities were expensive

**Environment**

The central computing environment consists of Windows 2000/3 servers and Windows 2000 and XP on the desktop. The email environment is Microsoft Exchange 2003 and SQL Server RDBMS's are used for the business and case management applications. Their business applications support all aspects of the operation. There is currently 300Gb of data in the organisation stored on its main servers.

**Data Recovery Issues**

According to Robin Thain, Head of IT at Lanyon Bowdler, the key requirements were to improve the disaster recovery position of the firm, improve the quality of service IT provide and reduce the administration overhead.

"We have a small IT team looking after 3 sites and a large number of users. Our aim was to improve our quality of service and spread the data recovery workload across the team", he continued, "In the long term, it's a backward step to continue with tape backups. Any firm faced with business continuity issues will soon agree that tape is becoming old technology."

To ensure data could be recovered in any event it needs to be stored offsite and the cost of professional courier services in the region were prohibitive.

**Solution**

Thinking SAFE provided the software and hardware platform needed to secure their business data and meet all of their business challenges. The system constantly looks for new or changed data that needs to be captured. When new data is discovered it is secured to a Thinking SAFE Backup Appliance installed on site where it is stored compressed and encrypted. It is then replicated to a remote Backup Appliance being hosted at another Lanyon Bowdler site. "Thinking Safe's online solution ticks all the boxes. We can restore data more quickly and without even getting out of a chair! It's efficient and cost effective," described Thain.

**Benefits**

The solution has enabled significant improvements to be made in their Disaster Recovery plans with backup data being sent offsite immediately, or on schedule.

Fully automated backup processes for the entire organisation mean there is no need to change tapes and check backup logs.

The centralised backup environment takes less time to manage. The time saved is now used to improve the quality of service provided to internal and external customers



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