

CASE STUDY

Cripps Harries Hall Solicitors reduce backup and recovery costs by 45%

Company

Cripps Harries Hall LLP is one of the South East's leading law firms. Established in 1852 it has 120 specialist lawyers and more than 300 staff located across 6 offices. The firm is recognised for its expertise in all aspects of real estate, corporate and finance, dispute resolution, construction, planning and environmental law, intellectual property, employment law, personal tax planning, residential property, family law and other services to private individuals

Business Challenges

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

The management needed to improve the IT disaster recovery capability and align it more closely with the evolving Business Continuity Plan

IT needed to reduce the amount of time it spent on backup and recovery tasks and administration. An effective long term archive solution was required for their business data that ensured it was kept safely and securely away from their main site

Environment

The central computing environment consists of Windows 2000 and 2003 servers and Windows 2000 and XP desktop and laptop machines. Microsoft Exchange and SQL Server applications are used to support the business. Across the organisation Cripps have 25 installed servers supporting their working processes and hold data on their file servers, desktops and laptop machines. Business applications include document and content management systems, finance packages and contact management solutions. There is currently 450Gb of data in the organisation.

Data Recovery Issues

With data growing at 30% a year Cripps have a significant long-term data archive issue. Their offsite tape storage was via courier at very significant monthly cost.

The backup, recovery and archive processes across the offices were unworkable and a centralised management capability was needed

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 in a Thinking SAFE Data Centre. When asked "Why Thinking SAFE?" Cripps Head of IT Mike Burton, replies, "It is a very well designed solution that is very straight forward to use, while doing everything we need".

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 across all offices 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

Implementing the Thinking SAFE solution reduced the cost of running the backup and recovery process by 45%.

