Stage2Data

Case Study:
REISLER FRANKLIN LLP

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> "Beyond my expectations, it was huge. I don't have to wait 20 minutes for a tape to go through and identify all the files I need to restore. It is just there now."
>
> **-Christopher Joudrey**

Led by some of Canada's premier insurance litigators, Reisler Franklin LLP lawyers work with insurance companies every day, staying current with industry developments, legislation, and litigation outcomes as they happen. According to a recent independent auditor, Reisler Franklin is a well-established law firm whose focus is providing legal defense for insurers doing business in Ontario, Canada."

Concerns:

Speed and the reliability of recovering files in the event of loss was a major concern. Plus, not having an off-site backup at the ready in the event of catastrophic failure or an inability to access the building - those were big concerns and top of mind.

Vacation time highlighted the concerns with using tape for backup. Having a support staff remember to swap out the tapes and then take them home (and bring them back in the morning) was a cause for stress and worry.

The day to day reality of working with tape or external disk is if someone forgets to change them, or if key IT personnel was away or ill, there was no backup that night. It's a single point of failure. Aside from the very real threat of human error the amount of time the tape backups took was unacceptably long. It would take the entire night to complete the backup. If there was a need to restore, a significant amount of man hours was needed and that was inefficient.

Steps:

Reisler Franklin became interested in Stage2Data solutions after an initial call that highlighted the resolution of two of their main concerns: Speed of recovery and Off-Site Backups. Additionally, the IT team was impressed with the ability to perform item level restores within Exchange for all members of the firm. Previously to restore, the IT team would use EXMerge or go to tape and restore the entire database. With these new options on the table, it was decided to move to a Demo.

Goals and Objectives:

- Increase internal confidence and peace of mind around Backup and Recovery
- Increase the speed of backup
- Ability to support data retention requirements for any retention policy
- Increase the speed of restore, particularly item level restores from Exchange
- Ability to store data securely offsite immediately upon completion of backup
- Eliminate the human error element
- Source a cost effective, trustworthy Cloud Solution
- Transition to a new solution seamlessly with no business disruption

Implemented Solutions:

- Attix5 solution for backup and data retention.
- Local appliance for local backup storage
- Evault solution for BMR (Bare Metal Restore)
- Stage2Data Private Cloud provides instant off-site storage and a second copy of our data for redundancy
- DRaaS with 24 hour SLA (service level agreement) to protect against critical server loss, unrecoverable malicious attack or facility loss. Each subscribed server has a complete recovery test that's documented.

A remote meeting was set up and Stage2Data went through their history, the technologies that were considered a best fit and also through a live demo. During the live demo Attix5 was demonstrated with an emphasis on storage efficiency and data deduplication from both source and target. During the demo the team also discussed the ability to provision a local appliance and have local recoverability and replicating the data off-site for disaster recovery. This solution met the team's requirement to have their data stored securely - the data is encrypted with private key encryption, both locally and offsite.

Results and Service:

"The Stage2Data solution has been working great. The support during the transition to the solution was excellent and seamless. Importantly, the support and service is also proactive. For instance, one morning I got a package with a hard drive in it and I did not know what it was for. I called the team and was told they were proactively monitoring our private appliance and noted that a drive was failing on the local appliance and it needed replacing. I didn't have to worry about it because the Stage2Data team had their eyes on it for me. We hot swapped the drive and it was done. All I can say is that it just works, it's just great.

> "It takes longer to login to my remote server then it does to restore data to it."
>
> Christopher Joudrey

I worry far less now, I can be on vacation and do a restore. I don't have to ask anyone to change tapes, I can just login and find the file and restore it. And because Stage2Data is actively monitoring I know I feel confident that in the case of data loss or even a catastrophic event, we have access to our data for all of our users, and it will be business as usual."

"Data backup as a competitive edge over competing firms and meeting due diligence requirements"

"Some potential clients for our firm are beginning to inquire about backup and recovery capability. With Stage2Data as our backup and recovery partners we will exceed those requirements. When we are talking to potential clients we can prove to them that if something happens to this building, their files can still be worked on and handled. We do not need to have access to this building to keep working. Having remote DR available is a competitive edge for our firm, we are not sure how many of our competitor firms can offer this."
- Christopher Joudrey

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700 Dorval Road • Suite 400 • L6K 3V3 | 1-855-430-0866 | www.stage2data.com