

BAKER & MCKENZIE

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Dan Surowiec, Manager of Global Technology Operations, Baker & McKenzie

Business Profile

Company Name:
Baker & McKenzie

Headquarters:
Chicago, Illinois

Industry:
Law

Profitability:
\$2.104 billion in fiscal 2010

Business Environment:

- Has 67 offices in 39 countries
- Staffed with 3,900 attorneys and 8,400 employees
- Handles legal issues for large corporate clients

Vision Solutions Product:
Double-Take® Availability

Critical issue

Every effort to minimize downtime had to be taken because the firm could not afford to jeopardize client cases or its own reputation by missing deadlines. An efficient and reliable Disaster Recovery Solution was needed to replace tape backup.

Results

- Full protection of 46 MS SQL Server databases that contain key financial data.
- Redundancy for Web-based applications including intranet, internet, practice support tools, knowledge management and client in-take systems
- Protection for other practice-critical applications

Technologies

- Double-Take Availability
- Microsoft Windows
- A primary data center and a remote, secondary data center
- 48 MS SQL Servers
- Extensive Web application environment

Business Challenge

Baker & McKenzie is one of the largest law firms in the world and offers a great breadth of legal services – from dispute resolution to antitrust and trade law. Baker & McKenzie's IT management team recognized a significant need to further safeguard the firm's business assets and clients from unforeseen events, whether it was from a sudden emergency or a simple server failure. Though the firm had tape backup in place, tape was not an efficient solution for replicating data to the firm's secondary data center. The firm recognized that unnecessary downtime, lost data and inaccessible applications could seriously affect their business. As a primary line of defense, tape was not sufficient.

Baker & McKenzie's IT staff started developing plans for a full fledged disaster recovery program that involved a more effective and timely way to protect and recover critical business assets. They required a solution that would meet their RPO (recovery point objective) and RTO (recovery time objective).

As a leading law firm dealing with strict deadlines and serving thousands of clients, they had almost no room for downtime or lost data. The firm needed a system that was extremely reliable and that could react instantaneously to a failure, with very little manual intervention. They considered products from multiple providers, but were not pleased with the high cost of entry and the limited availability features.

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Solution

Through a recommendation from one of their key hardware providers, they found Double-Take Availability from Vision Solutions. Double-Take Availability ensures application availability and continuous data protection over a standard network connection, enabling businesses to resume rapidly after a disaster or a system outage. Double-Take Availability also provides complete flexibility as it is hardware agnostic, can integrate into any business environment and can be tailored to meet very specific high availability, disaster recovery or remote availability requirements.

Double-Take Availability exceeded the firm's performance expectations in tests run between their primary and secondary data centers. Baker & McKenzie was ready to implement the system.

In less than four weeks, Double-Take Availability was running across the firm's most critical work environments including 46 financial applications that accessed MS SQL Server, Web-based applications for practice support, knowledge management and client in-take, and many other core business systems.

The potential consequences associated with unavailable data are huge – including client service interruptions and the loss of important or sometimes sensitive client information. Baker & McKenzie was unwilling to take such a significant and unnecessary risk, and chose Double-Take Availability as its first line of defense. Not only could Double-Take Availability potentially alleviate a substantial financial impact during one single outage, but it could also save clients' significant money and protect the firm's reputation.

"We now have peace of mind that we can recover from even the most drastic disaster scenario in a relatively short time with minimal impact to our attorney's and their clients. Double-Take Availability protects the work we do and protects our clients, no matter what else is going on in the world around us," said Dan Surowiec, Manager of Global Technology Operations for Baker & McKenzie

Today, all of Vision Solution's flagship products have been unified into a new suite of Workload Optimization products and have been enhanced with new features, functionality and licensing options. Double-Take Availability provides affordable data protection, ensures minimal data loss and enables immediate recovery from any system outage. Double-Take Availability utilizes patented replication and failover technology that continuously captures byte-level changes as they happen and replicates those changes to one or more target servers at any location, locally or at a recovery site, miles away. If you are consolidating workloads with Windows Server 2008 Hyper-V or VMware® vSphere, Double-Take Availability can replicate virtual machines from one virtualization host to another in real time and automatically fail over those virtual machines to the host in the event of an outage or disaster. It is possible to replicate entire virtual machines, regardless of the application or platform.



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High Availability Disaster Recovery Systems and Data Management