

Case Study: Baker & McKenzie

Double-Take® Software Customer Profile

Company: Baker & McKenzie

Business: Law Firm

Offices: Worldwide

Employees: 8,400

Needs: An efficient and reliable Disaster Recovery Solution to replace tape backup

The Baker & McKenzie logo, consisting of the company name in white serif font on a dark red rectangular background.

Business

With 69 offices in 38 countries, 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 has a total of 8,400 employees worldwide, 3,200 of which are lawyers.

Customer Challenge

Implement a disaster recovery program, and ensure that the following critical tasks are accomplished:

- Enhanced, continuous protection of client sensitive information
- Maximum uptime of business applications and client facing applications, including Web-based applications
- A primary data center and a remote, secondary data center.

Recognizing a Need For Disaster Recovery

Approximately one year ago, 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.

Shopping for a Solution – Double-Take® is the Answer

Baker & McKenzie 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. Then, through a recommendation from one of their key hardware providers, they found what they were looking for in Double-Take® from Double-Take Software.

Double-Take 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 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 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 was up and running across the firm's most critical work environments:

- 46 SQL Server databases that contained key financial systems: invoicing, billing and time entry
- Web-based applications: intranet, internet, practice support tools, knowledge management and client in-take systems
- And other applications were also protected

Enormous Savings

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 as its first line of defense. Not only could Double-Take 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 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

For more information, please visit www.doubletake.com.

About Double-Take® Software

NSI Software, Inc. (NSI®) doing business as Double-Take® Software, provides the world's most relied upon solution for accessible and affordable data protection for Microsoft® Windows® applications. The Double-Take product is the standard in data replication, enabling customers to protect business-critical data that resides throughout their enterprise. With its partner programs and professional services, Double-Take delivers unparalleled data protection, centralized back-up, high availability, and recoverability. It's the solution of choice for thousands of customers, from SMEs to the Fortune 500 in the banking, finance, legal services, retail, manufacturing, government, education and healthcare markets. Double-Take is an integral part of their disaster recovery, business continuity and overall storage strategies. Double-Take Software is

privately held and headquartered in Southborough, MA. For more information, please visit www.doubletake.com.

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