



Howard Rice

Howard Rice Resolves Disaster Recovery and Backup Issues with InMage

COMPANY:

Howard Rice Nemerovski Canady Falk & Rabkin P.C. is a San Francisco-based law firm with leading national and international practices, representing entities and individuals across a comprehensive range of practice areas. Founded in 1954, the firm's clients include such companies as Citigroup Global Markets, Inc., Google, Inc., Hewlett-Packard Co., The Oakland Raiders, and Sony Online Entertainment.

INDUSTRY:

Legal Services

CHALLENGE:

Deploying a compliant DR solution in a high growth environment

SOLUTION:

An integrated recovery solution from InMage providing both data and application recovery for DR as well as backup

THE RESULT:

Lower overall IT costs while implementing viable DR and backup strategies that meet compliance requirements

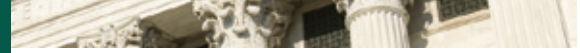
Challenge: Howard Rice's information technology (IT) infrastructure is centralized in its San Francisco headquarters. Their environment is Windows-centric with a moderate amount of Linux. The Windows and Linux servers use network attached storage from NetApp as their primary data store. Critical applications include e-mail (Exchange), a SQL-based time and billing system, and a document management system. High data growth rates were outpacing the capabilities of Howard Rice's tape-based infrastructure to meet data protection requirements. Disaster recovery (DR) was a primary concern, but increasing backup windows, particularly on critical applications like Microsoft Exchange and SQL, were also causing significant problems. Howard Rice knew they needed to integrate the use of disk into their data protection regimens, but had to do so in a way that would enable them to continue to meet compliance requirements. As the Exchange data stores approached 12TB it was clear that data protection operations were beginning to have too much of an impact on the production environment and attorney productivity was suffering.

"Our business drivers were two-fold. First, we needed a disaster recovery solution that could replicate data in real time," said Matt Reynolds, CIO of Howard Rice. *"The traditional tape infrastructure was not meeting our needs. Relying on backup tapes for DR was becoming a riskier proposition that we needed to address immediately."*

"Second, we needed to address the developing issues in our daily data protection regimen associated with high data growth," continues Reynolds. *"Backups of the firm's data were running well into business hours, impacting the performance of critical applications. Exchange represented a particular pain point, and the IT team was well aware of Exchange performance issues. We shut the backups down to confirm that they were the problem, and indeed performance picked up. We needed a scalable solution that would grow with us and appear transparent to all firm personnel."*

Solution: "Howard Rice spent nearly an entire year reviewing DR offerings from vendors including Santa Clara, California-based InMage Systems and three of its competitors. Initially Reynolds considered real-time replication technologies that could support bi-directional replication, but InMage's additional use of continuous data protection technology for data capture from the production servers piqued his interest. InMage offers an integrated recovery solution that provides a single, centrally managed platform to address both data and application recovery for DR as well as backup.

"CDP was an interesting technology because it completely eliminated the need to do discrete backups directly against production servers," explains Reynolds. *"An integrated solution like what InMage offered promised to address our DR requirements through*



its use of asynchronous replication and WAN optimization technologies, and our backup problems through its use of CDP." Howard Rice purchased an InMage solution and began a three-phase implementation beginning with a proof-of-concept on its level 1 business systems. A DR site was identified outside of the San Francisco area, and Reynolds began the deployment against his e-mail, time and billing, and document management systems.

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Matt Reynolds

*CIO
Howard Rice*

Howard Rice took advantage of a unique InMage feature, I/O reporting, which allowed them to very accurately size the configuration prior to deployment. Once installed, that same reporting capability helped them confirm the reliability of InMage's data capture and movement. "After combining InMage's sophisticated I/O reporting with our own quality control checking of data on the target site, we confirmed that the proof-of-concept was rock solid," said Reynolds. "In phase two, we included our level 2 business systems – non-critical but essential systems such as records management, calendar, docketing, and human resources - underneath the InMage umbrella. InMage's architecture allows us to easily add additional servers at the primary or secondary sites without impacting production operations, giving us the flexibility to scale the deployment as our business needs evolve."

Continues Reynolds: "We are a growing VMware shop, and have used server virtualization technology to help keep costs down for our DR solution by using virtual machines as replication targets at the remote site. InMage's flexibility in supporting heterogeneous servers and storage as well as physical and virtual servers helps us to spread our recovery costs over a variety of different environments while preserving existing investments. InMage's ease of deployment and reconfiguration will help us to make phase three of our implementation – the move to another co-location facility – more cost-effective as well. Recovery targets can be added and/or moved without impacting production operations at all."

Result: "The biggest benefit of InMage has been reduced total cost of ownership (TCO)," says Reynolds. "When you consider the IT cost on a per attorney basis, we have lowered our overall costs while implementing viable DR and backup strategies that meet compliance requirements." Major factors contributing to lower costs included:

- 70% reduction in tape infrastructure costs (although tape is still used to meet certain compliance requirements)
- 30% reduction in backup administration costs
- Reduced software licensing costs as a result of moving away from tape-based backup

"Conservation of IT resources played a key role in lowering the firm's TCO in terms of licensing and administrative time spent managing our backup strategy," concludes Reynolds. "Now, level 1 and level 2 systems are not being impacted due to data protection operations. System availability numbers are up, leading to improved attorney productivity. And we have a scalable data protection strategy in place that allows us to gracefully handle high data growth rates while continuing to meet the needs of the business," concludes Reynolds.

