



Managing Risk for Legal with Disaster Recovery Service

Specialist backup and disaster recovery provider Global Storage is leading the way in delivering disaster recovery for Legal. Global Storage has secured fully managed Disaster Recovery contracts with a number of Australia's leading Law Firms and is solving the application recovery challenges facing the Legal sector.

"We are experiencing unprecedented traction in the Legal Sector as we are delivering a fully managed disaster recovery solution which specifically addresses the risk management concerns raised by Managing Partners and CIOs of Law Firms". says Tony Coiro, Director of Sales and Marketing for Global Storage.

Global Storage provides fully managed backup and disaster recovery services which manage the risks associated with data loss and IT systems downtime, with guaranteed SLAs on recovery of applications including legal practice management systems. The managed disaster recovery service, EnvironmentReady™ assists customers to eliminate tape and provide effective remote backup, replication and recovery which assist organisations with their data recovery objectives.

Managing Business Risk

As part of their own due diligence, clients are increasingly asking Law Firms about the disaster recovery strategies in place to protect the Firms data assets. In the event of a disaster, clients want assurance that the Firm can access the data necessary to provide continuance of service. A key part of mitigating risk for the firm is ensuring client relationships are intact and protected during unexpected outages and business disruptions.

The risk of not having an adequate disaster recovery strategy in place is too great to leave to chance. Recent research has found that in the past year, one-third of organisations surveyed had to execute their disaster recovery plans due to a range of factors including IT systems failure, power outages, external security threats and natural disasters. This research highlights that these threats to business continuity are real and Law Firms need to be adequately prepared to execute a disaster recovery plan.

Law Firms are attracted to the Global Storage SLAs that guarantee its data is being backed up and replicated off-site automatically, and provide an agreed response time following a declared disaster. Distributed, multi-site environments are centrally managed by Global Storage, enabling Law Firms to eliminate unreliable manual backup and disaster recovery processes at remote sites and redirect their valuable IT resources to core business services.

Protecting and Recovering Legal Applications

Global Storage managed services address a number of unique key challenges presented in legal environments, particularly around the large amount of changing data created by practice management applications. Global Storage has designed specific disaster recovery methodologies and processes for recovering legal applications such as Ringtail CaseBook, Interwoven WorkSite and other practice management systems.

Key challenges for these systems which Global Storage has addressed include the lengthy backup and replication windows required to protect legal applications and the speed with which lost data and business critical applications can be recovered in the event of an outage. Global Storage managed disaster recovery services allow for the rapid recovery of data or entire server systems at either the customer site or the Global Storage recovery centre. Global Storage use a combination of data de-duplication and Continuous Data Replication (CDR) technology to provide customised Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) aligning application recovery to business unit requirements.

"If a disaster occurs, Law Firms need to know that all applications including practice management and document management systems can be recovered. The recovery methodologies we have developed for legal applications guarantee this." says Tony.

EnvironmentReady™ Benefits for Law Firms:

- ✓ Complete DR/Business Continuity strategy for IT environment
- ✓ Fast, reliable recovery of Legal applications
- ✓ Experienced recovery team dedicated to bringing business back online quickly & efficiently
- ✓ Addresses business compliance and general insurance issues
- ✓ No large capital outlay – pay as a monthly fee
- ✓ Bi-annual DR testing



Simple Disaster Recovery Testing

A key part of ensuring that a Firm can survive a disaster is regular testing of the disaster recovery plan. One of the key advantages of the Global Storage managed disaster recovery service is the regular testing of disaster recovery plans, usually conducted bi-annually, and the simplification of testing due to the use of virtualisation in the disaster recovery environment. Along with guaranteed SLAs for recovery of data, this provides Law Firms with the assurance that the disaster recovery plan will meet RTOs.

According to an independent research report, almost a third of respondents reported that disaster recovery tests fail to meet RTOs and almost half of all organisations test their disaster recovery plans only once a year or less due to disruption to the business and lack of resources.

The Global Storage managed disaster recovery service eliminates these problems as all aspects of the disaster recovery testing are managed by Global Storage. Global Storage is responsible for ensuring that the disaster recovery plan succeeds in meeting RTOs and RPOs and conduct regular testing of the disaster recovery plan. The testing guarantees minimal disruption to the business and ensures that customers and the firm's revenue generating activities are unaffected.

Op-Ex Costing Model for Disaster Recovery

Global Storage managed services provides an easy entry into disaster recovery and backup with an operational expenditure model that provides simple metrics around storage and server numbers. The service is paid for as a monthly charge and does not require upfront funding from a capital expenditure budget. This 'pay as you go' model makes implementing a disaster recovery strategy more achievable for many Law Firms, without any compromise on the quality of the disaster recovery solution.

According to Tony, "we charge a monthly fee for our disaster recovery service which makes it easier for Law Firms to implement, as it is funded by operational expenditure and requires no large capital outlay."

Managed Backup Service Included

An added benefit for Law Firms who have selected the Global Storage managed disaster recovery service is the two in one benefit of a managed backup and disaster recovery service. DataReady™ remote backup service is included as part of EnvironmentReady™ disaster recovery service at no additional cost.

DataReady™ provides fully automated, online backup and recovery which eliminates the reliance on legacy tape systems. Data is automatically transferred offsite every night to secure data storage facilities eliminating messy tape rotations and the possible human errors that are the cause of most data losses. Customers can quickly recover data online via the GlobalView™ User Web Portal.

Many Law Firms are implementing DataReady™ as a first stage and leverage from the technology to deliver a complete disaster recovery solution, which is 70-80% already funded by the managed backup.

About Global Storage

Global Storage is a niche managed backup and disaster recovery provider offering specialist advice and consultation on back up and disaster recovery requirements for SME and Enterprise organisations. Global Storage's expertise and specialisation in backup and disaster recovery enables them to deliver enterprise class data protection to meet the most stringent business requirements for business continuity.

Global Storage EnvironmentReady™ and DataReady™ fully managed services, use advanced virtualisation & data deduplication technologies to provide effective remote backup, replication and recovery services which assist organisations with their data recovery objectives. Information about Global Storage is available at www.global-storage.com.au