

Business Continuity for Legal Services Providers

Zenith Infotech Business Continuity Keeps Legal Eagles Flying

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– Michael Kempes, CEO, Innovative Computing Systems, Inc. (ICS)

One would be hard-pressed to imagine a clientele with a greater emphasis on dotting every "i" and crossing every "t" than a few hundred lawyers. After all, it's essentially what they do for a living.

And it is to this demanding profession that Innovative Computing Systems, Inc. tailors its IT managed services offerings. Based in Torrance, CA, ICS boasts a clientele of 225 law firms and corporate legal departments. Yet while those professionals and their staffs share a common industry, significant differences exist to test the flexibility of any IT solution provider as each individual office environment may have anywhere from five to more than 1,000 users — though the typical client falls into the 40 – 100 range.

Founded in 1989 and having 28 employees, ICS focuses on providing law firm clients with the IT infrastructure they need to carry out their business missions and offers networking, server and desktop solutions as well as technical support. And in addressing the needs of a very specific vertical market, ICS takes a very particular approach. "We come to the business with a 'best of breed' focus," explains ICS CEO Michael Kempes. "We align ourselves with key partners in each area of our business and do not sign with multiple vendors. This allows us to focus on specific solutions, being properly trained and invested."

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Michael Kempes
CEO

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Business Challenge: Meet the needs of clients who require that time-sensitive and highly confidential data remain secure yet recoverable in the event of network failures or other disasters.

Solution: Zenith Infotech's business continuity solution is the easy way to earn high-margin, recurring revenue, while providing law firms and legal departments with an unsurpassed solution at an affordable price.

Results: With a client base of 225 law firms and corporate legal departments, Innovative Computing Systems, Inc. (ICS) has successfully leveraged the Zenith Infotech business continuity solution to provide for backup and disaster recovery without requiring a costly investment.

Zenith Infotech Business Continuity:

Zenith Infotech's BDR solution can restore downed servers in as little as 15 minutes, or create standby servers in less than five. Under your brand, this reasonably priced, all-encompassing solution includes:

- Frequent backups
- Multiple restore points
- Standby server virtualization
- Bare metal restorations to dissimilar hardware
- Optional Offsite Remote Storage



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Witnessing Zenith Infotech Business Continuity in Action Makes the Case

And for the critical backup and disaster recovery (BDR) aspect of ICS's offerings portfolio, the company counts on the Zenith Infotech's business continuity solution. Michael notes the great importance his clients place on keeping and protecting documents and emails. He says, "The ability of Zenith Infotech to successfully restore extremely current data is fantastic. We have never been so well positioned to ensure recoverability on behalf of our clients."

With the Zenith Infotech business continuity solution, data is saved — as frequently as every 15 minutes — to a network-attached storage (NAS) device located on the premises. The solution also allows simultaneous duplication of the data at Zenith Infotech's secure, off-site, data co-location facilities. In the event of an IT network failure (a down server, for example) data is easily restored from the onsite device — usually in a matter of minutes.

Michael believes it is in the area of bare metal restore capabilities, replication of data and server virtualization that the BDR device truly stands out. He recalls one client who had lost an entire server due to a disk controller failure. "Zenith successfully mounted the firm's backup image in a virtualized state, allowed the firm to continue to operate, and was fully functional while we restored the server. The client could not believe how quickly we were able to regain full access to their data!"

Noting how well Zenith Infotech BDR fits in with the ICS value proposition to clients, Michael declares, "The solution puts us in a position of being able to offer reasonably priced disk based backup solutions with replication without requiring the infrastructure investment to do so." And, he adds, "We're now able to generate monthly recurring revenue as a result of the replication offering."

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— Michael Kemps, CEO, ICS

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