

Aldrich Bonnefin & Moore, PLC

Customer Snapshot

Name

Aldrich Bonnefin & Moore, PLC

Overview

California law firm specializing in legal, security, and compliance issues for financial clients.

Location

Irvine, California

EVault Products

EVault® SaaS and EVault Remote Disaster Recovery Service

IT Environment

Five Microsoft Windows servers storing 125GB of data

Challenges

- A site-wide disaster could mean no access to applications and data
- Insufficient resources for an off-site disaster recovery investment
- "Do-it-yourself" disaster recovery also out of the question

Law Firm Bounces Back with EVault Remote Disaster Recovery

A longtime EVault® SaaS client that had come to appreciate EVault's cloud-based backup service, Aldrich Bonnefin & Moore (AB&M) knew it was vulnerable to a site-wide disaster that could take down its servers.

IT Manager Susie Edberg began looking for an offsite disaster recovery solution, one that would:

- Bring key applications back online from an offsite location within 24 hours
- Make offsite recovery affordable—a challenge for a mid-size business such as AB&M
- Provide an easy, turnkey method to restore operations in the wake of a disaster

Rapid, Affordable, Offsite Disaster Recovery: When Fast Backup Is Not Enough

Edberg, of course, had long used EVault's SaaS for routinely backing up and restoring key files and data on its critical servers—and embraced the experience. "I never have to contact the EVault center for help with restores," she says. "That's one great thing about the EVault service and why we've been a customer for so long. I can just do small restores myself without having to ask anyone."

Yet Edberg knew a site disaster could put the firm's IT system out of commission, making it impossible to restore data via EVault SaaS. "The cost of being down for even 24 to 48 hours would be steep," Edberg says. "Just paying the employees, around 40, for a day where they produce no work would cost a lot."

Edberg also knew her mid-size firm couldn't justify the expense of an offsite disaster recovery facility. "We knew we couldn't afford to do it with our own hardware and software," says Edberg. "Yet, not having a DR solution is not good enough. It's not enough just to back up one server, we needed to be prepared to recover our all of our mission-critical systems in an alternate location in case our main site was unavailable."

"It went as well as we could have imagined. It was really nice to know when the actual disaster happened, the results were the same as when we'd tested the service a few months before."

Susie Edberg
IT Manager, Aldrich Bonnefin & Moore

Case Study

Aldrich Bonnefin & Moore, PLC

Goals

- Restore key applications and data in 24 hours or less
- Reduce downtime to employees and clients
- Achieve affordable offsite disaster recovery
- Gain turnkey recovery services with easy steps

Solutions

- When a power outage shut down operations, EVault Remote Disaster Recovery Service smoothly brought critical systems online well under the firm's 24-hour RTO.

EVault Remote Disaster Recovery Service Offers a Better Option

Then Edberg heard about EVault's Remote Disaster Recovery Service. "I was talking with an EVault representative who described EVault RDR," Edberg says. "It sounded like exactly what we were looking for but couldn't afford to do any other way—and it seemed like an obvious progression from EVault SaaS."

Edberg learned that EVault Remote Disaster Recovery would give AB&M access to its key systems in as little as 24 hours after a disaster. The service would maintain the law firm's virtual systems in the EVault cloud, using the same facilities that already protected AB&M's backup data. And EVault experts would be on hand to walk the firm through the entire disaster recovery process, restoring key applications and data.

The service's affordability was also key. "The extra cost of RDR wasn't an issue," Edberg says. "That's one reason we jumped on it, especially knowing the cost of our systems being down for 24 to 48 hours."

Today, EVault Remote Disaster Recovery supports five of the firm's critical Microsoft Windows servers. These include an e-mail server running Microsoft Exchange Server 2007, the firm's Omega Legal Systems time/billing server, a remote access server, an Autonomy Interwoven document management server, and a file server.

Disaster Comes! And Goes!

AB&M tested the service, which made all five servers available from their virtual locale in under 10 hours—well within the firm's 24-hour recovery time objective (RTO).

Little did Edberg know that she and her staff would soon deploy the Remote Disaster Recovery Service for a real disaster. "We had a major unexpected power outage in our business complex," Edberg says. "Without power, we were completely lost. If it was just connectivity issues, we could sort of stumble by. But without power, there wasn't much we could do."

"We declared a disaster to EVault, because we weren't sure how quickly the power would be restored," Edberg continues. "I called in and activated the system on Friday afternoon. By late that evening, the disaster recovery environment was already online and ready. EVault kept sending me update e-mails about their progress in restoring our servers."

Although power was restored soon enough, Edberg was thrilled with how the EVault Remote Disaster Recovery Service worked during a real crisis. "It went as well as we could have imagined," says Edberg. "It was really nice to know when the actual disaster happened, the results were the same as when we'd tested the service a few months before."

Take the next step

To learn more about EVault storage services, call us at 1.877.901.DATA (3282), email us at conciierge@evault.com, or visit us at www.evault.com.



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