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Aiden Curran, Head of Information and Communication Technology, McVey & Murrice

Business Profile

Company Name:
McVey & Murrice

Headquarters:
Glasgow, Scotland

Industry:
Law Firm

Founded:
1980

Business Environment:

- Handles all aspects of legal services for private and commercial clients.
- Provides remortgaging services to a number of major banks.
- Administers conveyancing services to a number of estate agencies and lenders.
- Is committed to investing in technology that benefit both the business and our clients.

Vision Solutions Product:
Double-Take Availability

Implementation Partner:
Xpedient Business Solutions

Critical issue

For those who practice law, uninterrupted access to information is essential. Downtime or data loss can have a powerful financial impact and effect its ability to meet it's legal obligations.

Results

- Won the SNS Achievements in Technology Awards 2008 in the Business Continuity Project.
- Has a secure and reliable server platform for delivering application services.
- Redundant off-site servers offers protection from server failures to catastrophic site disasters.
- Access to core applications and data is reestablished in minutes instead of hours.

Technologies

- Double-Take Availability
- Microsoft Windows
- Microsoft Exchange 2003 Server
- Microsoft SQL Server
- P4W Legal Software
- IBM xSeries rack mount servers
- Qtek 9100 Smartphones running Windows Mobile

Business Challenge

McVey & Murrice is an established law firm based in Glasgow, Scotland, and has a long history of success in the areas of conveyancing, remortgaging and repossession.

Companies that use IT to manage information and service delivery need to ensure the reliability of core systems at all times. Maintaining strict control over quality of service, availability and data security is critical to success, even as the business expands or changes. Downtime or data loss can have a high impact not only financially through lost revenue, business and productivity but equally on a company's reputation in the marketplace and its ability to meet compliance requirements.

Investment in people and an innovative approach to IT has enabled McVey & Murrice to establish itself as one of the most progressive legal practices in Scotland. A small practice with institutional clients, the firm is achieving remarkable growth. Its main service areas focus on providing remortgaging services to a number of banks and conveyancing services to estate agencies and a major high street lender.

The partnership practice takes an enterprise approach to managing its operations, with a dedicated Information and Communication Technology (ITC) department supporting its growth. The use of IT is helping the firm to achieve significant client success resulting in a dramatic rise in fee income and business expansion.



With a varied and increasing workload, further complicated by compliance obligations placed on the firm by its work with larger ‘corporate’ clients, McVey & Murrricane recognized the need for a more resilient IT infrastructure. Under the guidance of Aiden Curran, the firm’s head of ITC, they set out to alleviate operational risks by implementing an IT strategy that integrated disaster recovery, high availability and strong data security.

“We value our clients and always strive to implement systems and business processes that provide a greater working relationship. As data is critical to our business we wanted to bolster our network architecture with a system that would provide us with greater reassurance in continuity of service and accessibility of data in the event of hardware faults, application issues or even environmental occurrences,” explains Curran.

Solution

sMcVey & Murrricane selected Xpedient Business Solutions as its preferred consultants and suppliers, and worked with it to develop and implement an innovative and cost effective solution centered on the Vision Solutions award winning data replication product, Double-Take Availability. With the Double-Take Availability, the firm has developed a secure, robust and reliable server platform for delivering application services to the desktop.

By allowing live data to be securely transferred to a remote “off-site” server the firm now has the ability to quickly re-establish operations in the event of fire, flood or other potential building disasters. In the event of system maintenance, Double-Take Availability’s failover support means users can continue to work undisturbed by server side problems. Furthermore, continuous back-up technology allows the firm to restore files in minutes rather than hours. With an off-site server populated with live data the Partners work secure in the knowledge that the business can continue to deliver services in the event of a system fault.

“Double-Take Availability was selected not only because of its business continuity features but also its ability to work with multiple platform applications, while providing an intuitive and easily manageable user interface at a very competitive price,” comments Curran.

The installed solution employs two powerful Xeon based IBM xSeries rack mount servers as the source server and target server. The source server runs Microsoft Windows 2003 Server, Exchange 2003 and the P4W legal software suite from TfB running on Microsoft SQL server. Double-Take Availability allows these servers to be synchronized through advanced asynchronous replication technology which also efficiently manages the replication of Exchange and SQL server applications and associated databases.

With a solid business continuity infrastructure in place the company has been able to implement mobile computing initiatives such as a push email solution using Qtek 9100 Smartphones running Windows Mobile 5. Allowing key staff to send and receive email wherever they are and enabling fee earners to offer a superior service to clients through the ability to respond immediately to important emails.

The need to manage risk and ensure continuous, secure operations is fundamental to any growing and dynamic organization. The investment made by McVey & Murrricane strengthens its overall business-protection strategy. The new infrastructure enables McVey & Murrricane to provide clients with a consistent quality of service and ensure work is delivered on time; an important differentiator in maintaining and expanding its business opportunities.



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- High Availability
- Disaster Recovery
- Systems and Data Management