

Case Study:

Rouse & Co International Ltd



Double-Take® Software Customer Profile

Company: Rouse & Co International Ltd – www.iprights.com

Business: Rouse is a leading global intellectual property firm. Established in 1990, the company now has more than 550 employees, including lawyers, patent and trade-mark attorneys and specialist IP investigators, working in 20 offices around the world. The company provides a range of IP services, from registration to commercialisation and enforcement. Long-standing clients include many of the world's foremost IP owners such as GlaxoSmithKline, Harley-Davidson, Google, Adidas, Castrol and BP plc.

Needs: As a well-respected global company Rouse needed to be confident in its level of client service, even in the event of a IT system failure. It needed to ensure that its most critical business applications were protected so that any downtime incurred would be reduced to an absolute minimum and that its level of service would remain intact.

Award Winning Legal IP Company Maintains Its Global IT Integrity

Project Overview

In order for the company to maintain its high standards of client service at all times, Rouse required a business continuity plan in place to protect its most critical business applications. Email is vital to the business as a means of communication for employees with both clients and colleagues, while the company's practice management system Elite Enterprise, which is used to manage client accounts, record the time spent on client activities, and for billing, is also crucial to its running of its worldwide operations.

Jonathan Bruce, global head of IT at Rouse, is responsible for the firm's global IT operations. As part of a wider infrastructure refresh at Rouse, most of the firm's systems have been shifted onto a virtual infrastructure, but its Microsoft Exchange and Elite Enterprise applications remain on physical servers. Bruce recognised that these applications are fundamental to the everyday running of the company; if an incident meant that the email or practice management systems were down, client service would suffer as a result. He therefore decided to review his business continuity plan and investigated data replication tools that could provide the required level of protection.

"It would be extremely difficult to operate without the Exchange and Elite Enterprise applications, because all of our employees rely on these systems to carry out their day-to-day work. If they were not available for any reason, it would very quickly have an impact on our lawyers and attorneys being able to bill their hours and record time spent on client work," said Bruce. *"With twenty offices around the world relying on these systems around the clock, we knew that any amount of downtime would seriously affect productivity across the business. We then began looking into business continuity solutions that would help us to meet our recovery time objectives."*

Purchase Process and Decision

After looking at a number of disaster recovery solutions, Bruce chose Double-Take Software's replication technology as the most suitable to fit in with his business continuity plan. *"We were looking for a solution that we could integrate easily, and with only two days set-up time, Double-Take was an attractive option. But what really impressed us was the level of protection and availability that Double-Take could offer the business."*

Double-Take Software provides asynchronous replication of data from the production server to a remote target server, which can be hosted on either a LAN or WAN. In the event that the production servers fail, failover to the target server enables the application service to be fully restored within minutes. For Rouse, this more than meets its recovery time objective (RTO) of four hours.

Double-Take Implementation

The implementation was handled by Dell and completed in two days. Double-Take Software provides replication for the Exchange and Elite Enterprise applications and their data from the company's production data centre to its co-location site. In the event of a site failure affecting the servers, service is automatically switched over to the remote site.

"The central reason for this project was to protect our business critical applications against the risk of downtime," explained Bruce. *"The set-up was really smooth and we're happy in the knowledge that we have our required level of protection. Even in the event of a full site failure, we can be up and running again well within our RTO of four hours."*

Conclusion

Rouse now has a full business continuity plan in place to deal with any failures and can be confident that any potential for downtime has been significantly reduced. Bruce commented, *"We did a partial test-run earlier in the year and everything worked as we expected. Luckily we haven't had any real failures, but we know that even if the worst happened, we do not need to worry about the condition of our data, and we can quickly and efficiently get our systems back up and running. Double-Take has already proved itself as one of the best solutions on the market when it comes to data replication; we are very happy with our purchase."*

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About Double-Take® Software

Headquartered in Southborough, Massachusetts, Double-Take® Software (Nasdaq: DBTK) is a leading provider of affordable software for recoverability, including continuous data replication, application availability and system state protection. Double-Take Software products and services enable customers to protect and recover business-critical data and applications such as Microsoft Exchange, SQL, and SharePoint in both physical and virtual environments. With its unparalleled partner programs, technical support, and professional services, Double-Take Software is the solution of choice for more than ten thousand customers worldwide, from SMEs to the Fortune 500. Information about Double-Take Software's products and services can be found at www.doubletake.com.

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