

Case Study: LSNY

Double-Take® Software Customer Profile

Company: Legal Services of New York
Business: Not-for-profit legal aid organization
Offices: 16 full time offices and several satellite offices in New York City
Employees: 325 lawyers and 75 support staffers
Needs: 24x7 access to data and systems



Business

The LSNY programs and projects began during the War on Poverty of the 1960's. Now, LSNY is the largest provider of civil legal services to low-income persons in the United States. Each year, LSNY's programs serve thousands of low-income clients throughout New York City in the full range of their civil legal needs, keeping over 10,000 families in their homes, producing tangible money benefits for over 70,000 people and saving New York taxpayers more than \$70 million dollars.

Customer Challenge

To ensure business continuity in the event of a disaster; and to centralize information, applications and IT administration across a decentralized organization.

Solution

Double- Take® and GeoCluster® by Double-Take Software.

When Dealing with the Law – Downtime is No Excuse

Though on a tight budget, LSNY prioritized data protection and centralized administration as main concerns. Loosely integrated with disparate e-mail

Without data protection in place, even a simple server outage would cost an average of \$18,000 per day and affect over 400 active litigations

applications, connections and servers, the offices had limited capability for electronic communication, information share and large picture analysis. Furthermore, there was server redundancy as well as redundancy in IT management. The LSNY offices were functioning as separate firms, and needed to centralize IT administration, consolidate systems and collaborate to work better. LSNY also needed to make sure data being produced was protected across all offices, in the most effective way possible.

Although each office had tape backup in place, tape proved costly, time-consuming to maintain and current only to the end of day. Furthermore, any lost time and lost data was lost money. Lost productivity could cost an average of \$60 per hour for each of LSNY's 400 employees. Because each office was relatively autonomous, with an average of 25 users per site, even a single server going down could impact LSNY by \$18,000 per outage. That same simple outage would also impact the case load of approximately 402 different clients. Multiply this number times 16 offices, with perhaps 2 or 3 "minor hiccups" per year and 16,000 clients could suffer and LSNY's bottom line could be affected by \$720,000 annually.

As a not-for-profit, LSNY would have a hard time shouldering these costs. But even more important than monetary costs, are potential consequences associated with lost or unavailable data – client service screeches to a halt, sensitive client information could be destroyed and legal representatives may be committing malpractice or harming clients.

"For the population we serve, deadlines are immutable, tasks are time sensitive and consequences can be dire," said John Greiner, the Chief Technology Officer for LSNY. "If we can't access case information, we may be exposing ourselves to serious audit problems. And, if we miss an urgent email from a client – an entire family may be out on the street, a battered woman may be at risk, a child may be taken from his parent. In incidents such as these, it's vital to minimize interruptions and resume operations without data loss."

Furthermore, with a significant amount of data being transmitted over, saved to and accessed from various systems, network speed and capacity were also important. LSNY needed to create data redundancy and ensure data was available 24/7 without impacting production speed.

"Our lawyers scan documents and store them in Exchange. I had to rationalize that 40GB of information will grow very rapidly to over 100 Gigs, just for email and attachments – not even including the information held in SQL and in the file servers. With more and more information growing every day, I was also concerned with bandwidth," said Greiner. "All things considered, we needed a perfect world. We needed a full-fledged disaster recovery plan that would not impact our day-to-day operations; we also needed a solution that would fit our budget – we couldn't break the bank on this project," said Greiner.

Double-Take Software- Making Data Work

After considering disaster recovery solutions from vendors such as Computer Associates and LeftHand Networks, LSNY turned to the replication products from Double-Take Software - GeoCluster and Double-Take. For LSNY, Double-Take and GeoCluster were affordable and flexible, and also provided the continuous data protection they needed.

At a reasonable price per license, the Double-Take technology ensures application availability and realtime replication over a standard network connection, enabling businesses to resume rapidly after a disaster or a system outage. Double-Take also provides complete flexibility, as it is hardware agnostic, can integrate into any business environment and allows users to transmit select files or entire volumes from one or more source servers to one or more target servers in a local or remote location. Based on this proven Double-Take technology, GeoCluster extends the capabilities of Microsoft® Cluster Services (MSCS) to create a "stretch cluster". Designed to run on top of MSCS, GeoCluster offers data protection by allowing each MSCS

"We ran several demanding tests on GeoCluster and Double-Take to expose any weaknesses in our continuity plan before moving users into the new Exchange environment. In every case, the replication did not slow down our production speed and the failover was flawless," said Greiner.

node to have its own independent copy of the data, thus assuring continual access to data and applications across sites.

With the help of IT Resolutions, a Double-Take Software Xcelerate Partner, GeoCluster and Double-Take were up and running in only eight days. First, the implementation team established a primary data center in lower Manhattan where they consolidated the Microsoft SQL server™, Exchange servers and case management database. Then, they installed Double-Take on the Microsoft® SQL servers, case management database and File server database, and GeoCluster for their Exchange servers. Finally, the team created a disaster recovery center in Harlem, so that all offices could securely and reliably access critical applications that were served centrally. From the redundant data center, LSNY has reaped added benefits – as they are better able to analyze and use company data.

“We are now able to function as a collective whole, rather than disjointed offices. With common applications and centralized data, we can manage and evaluate data coming in from all offices,” said Greiner. “Now, we are able to look at information from a big-picture perspective – visualize data, analyze larger trends, share documents and develop statistics on how we are serving various populations in New York City. With this business continuity program, we are not just managing our data but also making our data work for us.”

For more information, please visit www.doubletake.com.

About Double-Take® Software

NSI Software, Inc. (NSI®) doing business as Double-Take® Software, provides the world’s most relied upon solution for accessible and affordable data protection for Microsoft® Windows® applications. The Double-Take product is the standard in data replication, enabling customers to protect business-critical data that resides throughout their enterprise. With its partner programs and professional services, Double-Take delivers unparalleled data protection, centralized back-up, high availability, and recoverability. It’s the solution of choice for thousands of customers, from SMEs to the Fortune 500 in the banking, finance, legal services, retail, manufacturing, government, education and healthcare markets. Double-Take is an integral part of their disaster recovery, business continuity and overall storage strategies. Double-Take Software is privately held and headquartered in Southborough, MA. For more information, please visit www.doubletake.com.

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