



Customer Case Study

Broken Water Pipe Tests Law Firm's DR Solution



Detroit law firm used US Signal's cloud-based disaster recovery solution to ensure business continuity, cut costs, and meet compliance during a real disaster.

Founded in 1968, Barris, Sott, Denn & Draker P.L.L.C. (BSDD) is a well-respected law firm located in the heart of downtown Detroit, Michigan.

BSDD relies heavily on technology to facilitate staff productivity with always-accessible data and applications. They're also critical in helping to meet the firm's unique needs for IT security and regulatory compliance that result from the confidential and sensitive nature of the information it handles.

Highlights

Challenges

- Need for reliable DR solution and business continuity.
- End of contract with existing IT service provider.
- Compliance with legal and regulatory security requirements.
- Avoiding costs of a second physical DR site.
- Minimizing operational disruption during disasters.

Challenges

Quickly restore BSDD's systems and data after a water leak caused a building shutdown.

Founded BSDD was at the end of its contract with its existing IT services provider. The firm's director of IT, Cybersecurity and Litigation Support saw this as an opportunity to pursue a cloud-based DR service. Doing so would mean the firm no longer had to rely on backups at its existing site if there was a problem. Nor would the firm have to invest in a secondary site.

If the solution could be managed by the vendor, that would free up the firm's IT resources for other endeavors. The firm was already using Veeam's software platform, so it made sense to opt for a Veeam-based DR solution. High-level security, the kind associated with IT solutions that can also help meet a variety of regulatory requirements, would also be critical due to the nature of the legal services the firm performs.

After reviewing various options, the law firm decided to go with US Signal, in large part because of how long the company had been in the industry and its proven reliability. The fact that US Signal offered month-to-month terms for its solutions was also of great interest. In addition, US Signal is a Veeam technology partner, and had the ability to build solutions that would work with that platform. It is also regularly audited for compliance with or holds certifications for numerous regulatory requirements and industry standards.

For most US Signal engagements, the challenges lie in developing solutions that can meet customers' unique, often complex requirements. That wasn't the case when working with BSDD. As a Veeam technology partner, US Signal had the Veeam-based services to draw upon in building the most appropriate DR solution.



Solution

- Cloud Backup for Veeam: Secure, off-site VM backups.
- Cloud Replication for Veeam: Cloud-based VM replication with fast failover.
- Managed Services: US Signal managed the DR solution.

Results

- \$500/month in savings.
- Increased resiliency and reduced CapEx.
- Freed up IT resources for strategic tasks.
- Minimal disruption during disaster.
- Peace of mind with reliable, compliant DR solution.

US Signal also has a well-governed, high-quality IT infrastructure that powers its solutions — DR included, as well as extensive experience in developing solutions to specifically meet the IT security and compliance needs of law firms and other organizations that are subject to various regulatory requirements.

What would put US Signal to the test would be the performance of its DR solution when the law firm experienced an actual disaster.

Just days after US Signal deployed its DR solution, a water pipe broke on an upper floor of the 20-story building where BSDD's offices were located. Water cascaded down to the floors below, including into the firm's electrical panels on the 12th floor where its offices were. The building's landlord immediately cut the power and closed the building until further notice.

Prior to the implementation of the US Signal DR solution, the law firm would not have had access to its data and IT systems during the building's closure. Following the protocols of the new DR solution, the law firm's IT director called the US Technical Operations Center (TOC) and declared a disaster event. The US Signal team immediately jumped into action, working with the law firm's IT director to enable access to critical data and systems so the firm could continue business operations until the building reopened.



Solution

After assessing the law firm's needs, US Signal proposed a solution drawing from its Cloud Availability for Veeam offering. Cloud Availability for Veeam provides a complete approach to data protection, with solutions for local backup, offsite backup and replication, DR site services, and long-term data archival needs.

The solution included Cloud Backup for Veeam, which provides a fast, secure way to get virtual machine (VM) backups off-site and into the US Signal Cloud. This eliminates the cost and complexity of building and maintaining off-site infrastructure. Because the firm already had a Veeam license, no additional licensing was required.

US Signal's Cloud Replication for Veeam was also built into the solution. It offers a flexible cloud-based replication target for on- premises VMs, so there's no need to maintain a second site. Protected workloads replicate directly into vCloud

Director, creating ready-to-start copies of VMs in a secure US Signal resource pool (public cloud service).

Restoring files would simply be a matter of failover to the replication environment and back to source as needed. Whether replicating and restoring an entire site or specific VMs, the law firm would experience rapid failover/failback with almost zero data loss and minimal disruption. As with Cloud Backup for Veeam, Cloud Replication for Veeam wouldn't require additional licensing.

US Signal would manage the solution, freeing up the law firm's IT resources. Dedicated internet services were also included in the overall solution.



Results

The executives at BSDD were grateful to the firm's IT director and to US Signal that they had a DR plan in place just in the nick of time — and that it worked as expected. The law firm was able to continue operations even with the building closed for repairs, so there was only minimal disruption to “business as normal.”

There's peace of mind going forward that if another emergency should occur, the DR solution has the firm covered. The fact that the US Signal infrastructure powering the solution is audited to meet SSAE 18, SOC 1, Type 2, HIPAA, PCI-DSS, and other regulatory requirements and industry standards provides a greater sense of security as well.

In addition, the DR solution has enabled the company to save approximately \$500 a month. No investment in infrastructure was required. The solution is provided on a month-to-month basis at a predictable cost that makes budgeting easier.

Because the infrastructure is owned and maintained by US Signal, the law firm's IT staff can devote their time to other strategic endeavors. US Signal also manages the DR solution, so all that is required of the law firm's IT department is to declare an emergency if a disaster occurs. US Signal handles the rest.





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