



Reduce Complexity

Improve Flexibility

Service Catalogue

Enable Automation

Clyde & Co gains a robust storage partner in Tectrade

Challenge

Provide stable, robust, high-performance data storage infrastructure for fast-growth legal firm; ensure around-the-clock availability for key systems and data; manage rapid growth in data storage requirements

Solution

Clyde & Co engaged Tectrade to provide full monitoring and maintenance services for its entire storage infrastructure, including both IBM hardware and IBM Tivoli Storage Manager software

Benefits

Improved reliability and availability of data storage infrastructure; rapid and effective problem resolution; proactive support and advice from Tectrade; remote monitoring service frees up internal staff to focus on core business issues

Clyde & Co has worked with Tectrade to optimise its SAN and data backup/restore capabilities, including several major upgrades. Most recently, Clyde & Co signed a fully monitored support service contract with Tectrade for its complete storage infrastructure, further strengthening the partnership between the companies.

Clyde & Co is a leading international law firm which works worldwide across 120 countries. With over 1,100 staff based in 18 offices around the globe, Clyde and Co has significant expertise and reach in its core sectors of aviation, insurance and reinsurance, international trade and energy, and shipping. The firm is a limited liability partnership, which includes foreign lawyers as well as English solicitors, qualified in no fewer than 17 jurisdictions and fluent in over 35 languages.

To manage the firm's rapidly growing store of case documents and associated email, Clyde & Co had implemented two storage area networks (SANs), one serving 600 people in their City of London headquarters and one for 250 users in their Guildford office. The implementation and support partner for these SANs was not providing the level of service Clyde & Co needed to run its business optimally, and the company chose instead to work with Tectrade, an IBM Premier Business Partner.

Gareth Preece, IT Infrastructure Manager at Clyde & Co, comments: "Tectrade did an excellent job on the initial assignment, demonstrating an impressive knowledge of the IBM hardware and Tivoli software. It was clear that we were now working with the right partner, and that saw the start of a very successful relationship with Tectrade."

"After a single year working with Tectrade, we had achieved an excellent level of reliability and performance for our SAN infrastructure."

Gareth Preece, IT Infrastructure Manager

Infrastructure Objectives

Storage Consolidation

- Monitoring & Support

Data Protection

- Monitoring & Support

Information Management

- TSM Managed Service
- SAN Monitored Support

Key Deliverables

- Improved reliability of data storage infrastructure
- Rapid problem resolution
- Enable staff to focus on core business issues

Cementing the partnership

Following the rapid and successful optimisation of its existing SAN environment, Clyde & Co engaged Tectrade to support and develop its storage hardware and software infrastructure. During the following year, Tectrade expanded the capacity of the existing storage servers and provided Tivoli training for Clyde & Co's internal team.

"After a single year working with Tectrade, we had achieved an excellent level of reliability and performance for our SAN infrastructure, and had reached a new level of internal expertise with Tivoli Storage Manager," recalls Gareth Preece. "This gave us much more confidence that we were providing the right level of protection for our business-critical data."

Working with Tectrade, Clyde & Co then undertook a total refresh of the SAN infrastructure, implementing a new IBM System Storage DS4800 with EXP710 array in each site, and upgrading the SAN fabric to 4Gb/s. More recently, the joint team added 500GB of SATA disk to the DS4800s to create a second tier of storage for email – leaving higher-value data on the high-speed fibre-channel disk.

"The new SAN infrastructure is faster and has a fully redundant fabric for greater resiliency," says Gareth Preece. "As part of our migration to Microsoft Exchange for email, Tectrade provided consultancy services and recommended the addition of SATA disk to the DS4800. This gave us a low-cost way to avoid archiving email and to keep it readily available for users."

Fully monitored support

Clyde & Co recently signed a new support contract with Tectrade that provides full remote monitoring and remote/onsite problem resolution on an around-the-clock basis, 365 days a year. Tectrade monitors the entire backup/restore infrastructure daily, and takes a proactive role in keeping all services available.

"From past experience, we expect superb support through the new contract," says Gareth Preece. "Tectrade has incredibly talented technical people, and we always have great peace of mind when anyone from Tectrade is involved in one of our projects."

He adds, "The other important benefit of working with Tectrade is the professionalism and accountability they bring to each project. They follow a very rigid and consistent project methodology, providing clear definitions of what we can expect at every stage and a full set of closure documents for us to sign off."

Clyde & Co remains a very entrepreneurial business, and the partners expect their underlying IT systems to be able to adapt quickly and seamlessly to whatever future direction the business may take. "The senior management needs to seize new opportunities when they emerge, and the IT function has to support that – Tectrade's responsiveness is a great help," says Gareth Preece. "Outsourcing the monitoring and maintenance to Tectrade frees us up to focus on core business issues. It also gives us access to a large pool of talent that we could not afford to maintain as an internal resource."

Stable and scalable backup

Working with Tectrade, Clyde & Co has successfully created a robust, scalable and fully redundant storage infrastructure. The two SANs offer high performance and availability, helping to keep Clyde & Co's legal staff productive at all times, and the new Tectrade support contract frees up internal IT staff from routine maintenance.

In the near future, Clyde & Co plans to work with Tectrade to further strengthen its disaster recovery procedures, and will also train internal first-line support staff to use Tivoli Storage Manager to recover data from tape as well as disk.

As part of the new support contract, Tectrade spends two days onsite once a year to run a full health check on the storage environment, which includes data cleansing and de-duplicating as well as a full review of the backup policies in Tivoli Storage Manager.

"At present, our data storage requirements are almost doubling every 18 months," says Gareth Preece. "The work done by Tectrade in helping us manage that rapid growth is invaluable."

Vendor Alliances on this project

IBM
Tectrade Support Services
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WysDM

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