DAVIS WRIGHT TREMAINE

Acronis

> " *NetApp powers a number of most mission critical applications at DWT.*
>
> *Due to the client-facing nature of our business, email service, DMS, time and billing management are absolutely critical to us. The [Acronis] solution provides us with the bullet-proof assurance that our apps are always available, no matter what.* "
>
> **Matt Beland,**
> **Director, IT and Security, Davis**
> **Wright Tremaine, LLP**

ENVIRONMENT:

- Microsoft Windows
- VMWare vSphere 5.5
- Microsoft Exchange 10 with DAG
- Authonomy iManage
- Dozens of financial and billing applications
- Microsoft SQL Server
- NetApp storage
- 100TB total data

1,200 employees
60 IT staff
6-8 Acronis users

Davis Wright Tremaine, LLP, is one of the country's leading business and litigation law firms, with approximately 500 attorneys and offices throughout the U.S. and around the world.

THE BUSINESS CHALLENGE

Due to the highly-interactive, clients-facing nature of DWT's business, their mission critical applications are email (Microsoft Exchange), document management (Autonomy iManage), as well as time management and billing systems. Downtime for each of these applications would mean severe financial losses from lost business, damaged customer satisfaction, credibility, and potential revenue leaks due to incorrect billing, unaccounted chargeable hours, and uncollected fees. Being in Seattle with a constant threat of floods, DWT saw off-premise disaster recovery as the ultimate goal. They came up with the following requirements:

- Recovery Time Objective (RTO) of 24 hours or better for Tier 1 systems
- RTO of 72 hours or better for Tier 2 systems
- Entire data center recovery in remote locations
- Ability to proactively test the DR process
- Provide a test bed for development and QA

Specifically, Matt Beland, the firm's Director of IT and Security, wanted a platform service that would provide an immediate solution to their business requirements for disaster recovery, as well as a long term migration path for an eventual total move to cloud-based data centers. A built-in close integration with NetApp was also a key requirement.

> " *The biggest value of the [Acronis] solution is its usability* "
>
> **Marvin Julson,**
> **Systems Engineer, Davis Wright Tremaine, LLP**

THE RIGHT SOLUTION

DWT chose Acronis because the solution provides:

- End-to-end DR for critical systems in the main data center and branch offices
- Built-in NetApp support with SnapMirror replication
- Both local on-premises recovery, and remote cloud recovery capabilities
- High availability for Microsoft Exchange DAG
- Proactive testing of DR plans

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> *Marvin: We started using the [Acronis] solution about 4 years ago.*
> *Before, our DR solution was based on a Data Domain (EMC) backup.*
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> *Everything that was in the Seattle data center was supposed to replicate to our other data center at that time, and that never really worked. Once we got the [Acronis] solution in place, it was a huge improvement.*
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> "

DWT had implemented the Acronis Disaster Recovery Service solution across all Remote Offices/Branch Offices (ROBO) and a primary data center in Seattle. Today, Acronis is the only DR solution responsible for the ultimate availability of DWT's critical business applications as well as business and client data. Acronis Local Appliances provide fast local failover and recoveries at each of the ROBO offices and the main data center. In case of a larger-scale calamity, the entire DWT IT infrastructure can failover to the Acronis' cloud-based recovery facility, in which case all DWT applications and data would be available to the users within the required RTO. All aspects of the recovery plans, including the failover itself, can be proactively tested using Acronis' provided test environment.

NETAPP INTEGRATION

SnapMirror, integrated with the Acronis Disaster Recovery Service Recovery Console, mirrors each NetApp volume and replicates the mission critical servers and data to the Acronis data center in Dallas. Acronis hosts an array of NetApp storage that is ready for a full failover to meet the DWT requirements. DWT also uses Acronis' NetApp array as a remote primary platform for DWT's Microsoft Exchange Server DAG. Through native Microsoft Exchange DAG replication, email is distributed across DWT's Seattle and Acronis' Dallas data centers, providing the redundancy required for the fault tolerant email operations. Recovery Time Objective (RTO) of 24 hours or better for Tier 1 systems

RESULTS DELIVERED

With the Acronis solution in place, DWT IT staff is confident that they can mitigate equipment failures and natural disasters through a combination of local and remote failover capabilities. According to Marvin Julson, Systems Engineer at DWT,

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> *It's extremely easy to go to the console, and with a couple of mouse clicks spin up a server or mount a disk, and get what you need from that disk.*
>
> "

The Acronis solution allows end-to-end testing of the entire DR plan. DWT has tested multiple failover scenarios locally and to the cloud, and has proven the reliability and resiliency of their IT environment. In addition to the existing functionality, DWT IT staff was impressed by Acronis' highly-responsive technical team. DWT has worked with Acronis engineers to build the DR solution that perfectly fits their very specific requirements. DWT's specifications, in some cases, have created the base for the features that later were made generally available to the entire Acronis customer base. DWT, through its close cooperation with Acronis, has been able not only to meet their exact specifications, but also had helped to shape the overall solution.

ABOUT ACRONIS®

Acronis sets the standard for New Generation Data Protection through its backup, disaster recovery, and secure access solutions. Powered by the AnyData Engine and set apart by its image technology, Acronis delivers easy, complete and safe backups of all files, applications and OS across any environment — virtual, physical, cloud and mobile.

Founded in 2003, Acronis protects the data of over 5 million consumers and 300,000 businesses in over 130 countries. With its more than 50 patents, Acronis' products have been named best product of the year by Network Computing, TechTarget and IT Professional and cover a range of features, including migration, cloning and replication.

For additional information, please visit **www.acronis.com.**
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