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DELL TECHNOLOGIES Case Study - India Leading Law Firm

How Redington benefitted a Law firm drive-up its efficiencies by consolidating scattered data and delivering higher working IOPS

The solution seeker:

Organisation is one of the oldest law firms of India. Founded on 28 November 1883 with an office in what was then Bombay, it has since then expanded with branch offices in Ahmedabad, Delhi, Mumbai and Pune as well. It is a partnership firm with various partners for each office. Each branch office has a junior resident partner, with the partners in Mumbai having cross-partnerships in each local offices.

Technical Insights:

The 100 lawyers of the firm form the core users of the data, and they access it centrally. A high speed of access in a scenario of multiple simultaneous users, along with active searching and referencing, is a key basic requirement. With the firm's high human capital cost, maximizing time utilization is an overriding objective.

Traditionally, the firm stored data locally which in turn was accessed through a server in a multi-city, multi-user environment. Its SQL database data was hosted on two different servers on Synology storage. The firm's data was scattered across multiple servers and legacy storage systems without a comprehensive architecture binding it.

Core Challenges

For a firm that has its targets set on the future, its IT infrastructure was certainly lodged in the past. There were several factors to grapple with:

Limitations of Legacy Systems

While the speed of data access and its efficient usage across teams in 5 cities is critical for the firm, its legacy storage/applications systems were unable to cope up with this requirement and stopped way short of delivering the desired performance levels for user access and SQL server data.

Sub-optimal application performance

Newer applications that aid faster working and deeper analysis require solid performance from the underlying storage data, which was missing in this case.

Data Criticality

Data availability and security is highly critical with downtimes not being acceptable.

Delivering benefits disproportionate to Investments

Putting things in shape for the firm and making them future-ready demanded a near-complete restructuring of the entire infrastructure to be delivered over a reliable and time-tested architecture. Balancing this objective within limited budgets required extremely aggressive pricing that would not compromise on performance.

The Redington Solution

Redington's customer-centric team started with a deep understanding of the current scenario.
It spent time understanding how the data was stored, accessed and used by their various partners across their five offices.
This was followed by an analysis and finally led to the development of the most optimal solution roadmap. Overall, the efforts involved the following:

Investigative Meetings
The customer was met multiple times to precisely understand their issues and limitations. Efforts were made to precisely map the compromised functionality in play with the actual, desired capabilities.

Gap Analysis and Problem identification
By understanding the gaps. Our team was able to precisely pinpoint the core challenges: scattered data, IOPS sub-optimality and performance levels required from SQL database.

IT Backbone Assessment
Armed with the understanding from above, the Redington team conducted a deep assessment of the firm's IT infrastructure vis a vis the desired deliverables from the perspective of 100 active users.

Real-time Simulation
Advanced live optics tools were run in a real-time scenario to understand the actual IOPS crunch being faced by the SQL database users.

Solution Identification
Combining the results and deep understanding from the above initiatives, we were able to precisely structure the most optimal solution for the firm, which not only offered infra optimization but also managed to skillfully balance the twin, seemingly contradictory demands of high functionality and limited budgetary outlay.

Solution Architecture

The keen understanding of the requirements THE organsation allowed our team to recommend an efficient solution that involved:

Storage Selection

After evaluating the best of the competitive offerings, Unity Storage 300 with 10K RPM SAS drives and NLSAS drives were chosen to perform the role of primary storage.

- With SAS 10 K RPM, the IOPS challenge was successfully overcome
- Unity Storage for unified storage with single-console management

Storage capacity

The proposed solution recommended unified storage as 85 TB on NLSAS and 30TB on SAS. The NLSAS drive was tasked to fulfill the requirement of capacity consolidation.

The Results: How did our solution benefit

The strength of the solution proposed and implemented by Redington re-energised the very working at the firm, offering users a hassle-free, speedy and smooth experience on the front end.

The performance challenges were easily addressed with 48GB of internal cache and 3000 IOPS from drives.

A Disaster Recovery site was implemented to completely insure the firm and its work in case of any mishappening in the future.

Using the best and most suited products, such as the world's #1 Unity OS for storage, the firm is assured of top-level performance not only in the present scenario but also of peak performance in the future with near-zero downtime and minimal spends on infrastructure upkeep and maintenance.

The solution is working very well, and the organsation is certain of reaping rich rewards in terms of smoothened work-flow, higher per capita efficiency and the ability to stretch their investments with a higher-than-average solution life.