

CommVault Galaxy Protects Data at Wilson, Sonsini, Goodrich & Rosati Law Firm — Cuts Backup Time by Almost 80%

QUICK FACTS

Industry/Solution:

- Law Firm — High Technology

Platform/File System:

- Microsoft Windows NT

Applications:

- Microsoft Exchange

Challenge:

- WSGR's existing backup solution was taking longer and longer to backup their document server, up to fifteen and sixteen hours. Within a short amount of time WSGR would be performing backups continuously to keep up with the ever expanding repository of documents. Ortiz was tasked to find a better solution.

Solution:

- CommVault Galaxy Backup & Recovery

Benefits:

- Unbelievable Performance — "Incremental backups which had previously been taking more than 15 hours ran in 3-3-1/2"
- Saves time — Ensures data integrity, from whole mailboxes to individual messages = countless hours of time saved
- Easy-to-use — "I didn't have to call CommVault and ask any questions. It's easy to install. The product has a great user interface. It's got Wizards to help you set everything up"
- Great Tech Support — "It was unbelievable the level of support they gave us. We deal with vendors all the time, usually on the phone. CommVault sent people onsite and stayed until the problem was completely resolved"
- Increased productivity
- Bullet-Proof Protection

Company Profile

For Wilson Sonsini Goodrich & Rosati (WSGR), one of the nation's leading law firms, keeping large numbers of documents available to their attorneys at all times is a key IT goal. The quantity of documents being backed up was getting so large its backup window was soon going to exceed the number of available hours. WSGR found a much faster, greatly improved solution in CommVault Galaxy. CommVault "saved the day" in a recent crash of WSGR's document server.

Background

WSGR provides legal services for hi-tech companies. The firm is headquartered in Palo Alto with branch offices in Austin, Kirkland, New York, McLean, and Salt Lake City. Documents created by their more than 800 attorneys include Microsoft Word files, Excel spreadsheets, Visio files, and PowerPoint slides. These are stored on an cluster consisting of two NT servers and a 200GB drive array.

The Challenge

WSGR's existing backup solution was taking longer and longer to backup their document server, up to fifteen and sixteen hours. Within a short amount of time WSGR would be performing backups continuously to keep up with the ever expanding repository of documents. Ortiz was tasked to find a better solution.

The Solution

According to Ortiz, "CommVault landed in my lap. One of their telesales people called me." Ortiz decided to run a pilot and was "floored" with CommVault's "unbelievable performance." Incremental backups which had previously been taking more than 15 hours ran in 3-3-1/2.

CommVault's proprietary DataPipe data transmission scheme can push data from servers to tape storage at rates of up to 17

gigabytes per hour. The DataPipe is a patent-pending data mover which can be configured to make the most efficient use of the physical resources of the data path.

Says Ortiz, "During the pilot, I didn't have to call CommVault and ask any questions. It's easy to install. The product has a great user interface. It's got Wizards to help you set everything up."

Ortiz began incrementally deploying CommVault across the enterprise. After the document server, WSGR's five email (Exchange 5.5) servers came next. Unfortunately, a problem developed. If a full backup was running and another backup started, it would occasionally collapse and kill the first backup. Ortiz called CommVault, who sent engineers on-site to resolve the problem. Ortiz said, "It took three days to get it running smoothly, but CommVault kept us in the loop the entire time. They kept plugging away. It was unbelievable the level of support they gave us. We deal with vendors all the time, usually on the phone. CommVault sent people onsite and stayed until the problem was completely resolved."

What Ortiz likes best about CommVault is the ability to perform restores on a whim, "You simply browse, pick the files you want, and restore them. We didn't realize how easy that was going to be. We do restores on a daily basis now." He continues, "I also like the ability to work from a browser, anywhere. I can be sitting in another building and get on someone's browser and check on a backup or restore in process."

WSGR has successfully rolled CommVault out from their document system, to five email servers, to their Novell systems, significantly reducing backup times on each. Future plans include integration with a SAN being installed in Palo Alto.

Two months ago CommVault saved WSGR from a major disaster. The drive array on their document system went into an unscheduled integrity check and locked up. WSGR checked with Microsoft and the drives' vendors who said it could take as long as a week to come out of the check. The decision what to do went as high as the CIO. WSGR decided to put their faith in the CommVault backup. The drives were rebooted, scrubbed, and restored. Not a single piece of data was lost.

Great service when things went south, and CommVault's flawless track record in backing up and restoring WSGR's document system have made CommVault the solution of choice for WSGR.

Key Benefits:	Key Performance Indicators:
Bullet-Proof Protection	Backup "re-startability" from point of interruption for completed backups every time, unmatched reliability
Reduced Costs	Ease of use and one day deployment and ramp up frees up IT administrator(s) = time & money savings
Seamless Business Continuity	Rapid restores for minimal downtime
Preserved Data Integrity	Restores data with all meta properties intact
Rapid Deployment	Galaxy can be deployed, configured and fully operational in one day
Unmatched Ease of Use	Logically configured architecture, unified GUI and power click functionality for highly intuitive navigation
Granular Restores	Quickly restores data from individual messages and folders to whole file systems
Support for Network Storage Architectures	SAN, NAS, LAN-free and traditional architectures

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