

## Lodders Solicitors Case Study

### • Law Firm Moves to Backup as a Service

Lodders Solicitors provides legal services to approximately 8000 clients for whom it needs to keep detailed records. For many years the firm had relied on traditional tape backup using VEEAM to protect its IT environment including its case management system and company email. As part of a review of the firm's approach to cyber security it began to look at potential vulnerabilities in the way it managed its backups. It soon became clear that it was no longer performing as well as the business now required and that would meet the needs of its increasing digital operations. As Alex Loquens, IT Director for Lodders Solicitors, explains, "When we monitored our backup system we were getting the green light to say it was working as expected, yet when it came to one particular restore we realised it wasn't actually performing to the standards we required."

### • A Secure Solution

The protection of confidential client data is absolutely critical for Lodders Solicitors. Therefore the requirements for the new backup solution included meeting both legal (Solicitors Regulation Authority – SRA Code of Conduct 2011) and industry (ISO 27001) data protection standards. Lodders wanted a new Service Level Agreement requiring its backups to have a one hour recovery objective. It was also important that the new backup was held off-site in an identified and secure UK sovereign location that was easily accessible to their IT team in order to comply with data protection standards including the forthcoming EU General Data Protection Regulation.

### • Cristie Data's Backup as a Service

First of all Lodders looked at the major public cloud vendors but these were discarded because of the difficulty in identifying where and how data would be stored and cost. Instead the law firm decided to look at a managed cloud solution that would include local disaster recovery.



### Challenges

- On-premise VEEAM backup struggling to cope
- Physical servers were not being backed up effectively
- Backup solution not aligned to growing business requirements

### Solution

- Backup-as-a-Service from Cristie Data with a one hour recovery objective

### Benefits

- Significant reduction in storage and maintenance costs
- More reliable backup
- Improved RTOs and RPOs
- Data secured in off-site wholly owned UK data centre
- Compliant to SRA Code of Conduct 2011 and ISO27001
- Meets business critical requirements



Lodders had already been talking to Cristie Data as part of a wider security, infrastructure and cloud review when a backup incident highlighted the need to move the conversation forward much more quickly.

"The more the Backup as a Service solution was explained to us by Cristie Data, the more boxes it ticked for us," says Alex Loquens. "Not only was it competitive in price, it offered us exactly the SLA we were looking for. I could see it would provide us with a long term, secure backup solution which I could leave them to manage but still get access to at any time, as well as being able to facilitate extremely fast recovery in the event of any hardware failure."

The BaaS solution implements an independent Cristie Data hardware appliance into the Lodders environment, which is preconfigured for the client with SLA policies (the Gold policy delivers a 30 minute SLA) to integrate non-disruptively. However it is completely non reliant on the primary VMware infrastructure should a DR scenario occur. Local backup retention is stored on the Cristie Data appliance with all backups being replicated into the cloud service. Data is encrypted locally, on transfer and in the cloud. Weekly automated disaster recovery tests are performed to validate Recovery Point and Recovery Time objectives, and outcomes reported to Lodders for reassurance. No additional software, hardware or support is required.

The data is held in a secure ISO 27001 accredited UK data centre owned and operated by Cristie Data's parent company iomart.

#### • The Results

The managed BaaS solution has made a significant difference to Lodders Solicitors. RPOs and RTOs are down to less than an hour and weekly scheduled automated recovery tests provide reassurance that they are being maintained. Costs have been reduced. "In storage and maintenance costs alone we will have saved thousands of pounds over the next three years," Alex Loquens reveals.

However it is in the ability to reassure clients that their data is protected that the biggest gains have been made. "Protecting confidential client data effectively and efficiently is vital to our business," says Alex. "Our clients are at the heart of everything we do and ensuring we have our data securely backed up, managed, and for the firm to undertake rigorous business continuity testing, was of utmost importance and an objective set by the IT function. Our approach to our backups and the proactive approach to our business continuity and disaster recovery is something I'm keen for us to talk to our clients about."

"We worked closely with the IT team at Lodders Solicitors," says Steve Hinns, Business Development Manager for Cristie Data. "They explained to us that once a day backups weren't enough and that they needed to be as up-to-date as possible. We made sure that we set the recovery times that best suited their business requirements and that they had the most appropriate level of management. The resulting solution means they can access data quickly if needed but aren't wasting time managing it on a daily or weekly basis."

As Alex concludes, "We just could not have done this in-house. It would have been very expensive and too time consuming."

#### • About Lodders Solcitors:

Lodders Solicitors is a law firm built around outstanding legal advice and exceptional service to regional, national and international private clients. It is headquartered in Stratford-on-Avon and has offices in Henley-in-Arden, Cheltenham and Birmingham and has 25 partners and 110 staff. [www.lodders.co.uk](http://www.lodders.co.uk)

#### • About Cristie Data

Cristie Data have been IT infrastructure and data management specialists for over 40 years. We take a consultative and platform agnostic approach to any customer project and advise on solutions that are best aligned to your businesses. [www.cristie.co.uk](http://www.cristie.co.uk)