

Leading law firm gets total data protection for its Exchange Server using SonaSafe for Exchange Server solution



BURNHAM | BROWN

Burnham Brown wanted to implement a solution that would provide quick recovery of individual mailboxes and mail messages. Also Burnham Brown specifically wanted to reduce the downtime from server failures. SonaSafe for Exchange Server enabled Burnham Brown to drastically improve the recovery time for its entire server and email messages.

Situation

Established in 1899, Burnham Brown is Northern California's pre-eminent business counseling and litigation firm, offering clients leading-edge expertise and strategic guidance. Located in Oakland, California, Burnham Brown serves clients across the nation. Burnham Brown's mission is to provide its clients with outstanding legal services.

Burnham Brown was performing manual backup operations using tape libraries. The backup was taking an enormous amount of time and quite often many attorneys who had problems with their mailboxes and critical individual messages wanted recovery to occur right away. Hence, Burnham Brown not only wanted to automate the backup process, but if something went wrong with the server, mailboxes or emails, it wanted the ability to recover them quickly.

Burnham Brown has grown over the years, and the IT department must satisfy the needs of more than one hundred attorneys, partners and support staff. Over the years, attorneys at Burnham Brown not only used the Exchange Server for communicating with their clients and peers, but also used it as a document management and storing system. Email became the primary mode of communication for sending legal documents and agreements both within and outside the organization. In many situations, the Exchange Server replaced hard copies for keeping track of various legal documents. Hence the availability of Exchange Server for normal day-to-day operations at Burnham Brown became very critical. The IT department was forced to respond to these challenges, as conventional tape backup could not support the rapid recovery needs of attorneys.

Solution

By implementing Sonasoft's solution, Burnham Brown was able to achieve quick recovery of mailboxes and emails. The entire implementation and configuration of SonaSafe solution was completed within a couple of hours. Also, the implementation was done on a live production Exchange Server without any disruption to the users. The overall backup time was reduced by 80% because of application specific disk-to-disk backup functionality. Using SonaSafe, the IT department

Solution Overview

Customer Profile

Burnham Brown is Northern California's pre-eminent business counseling and litigation firm, offering clients leading-edge expertise and strategic guidance. Located in Oakland, California, Burnham Brown serves clients across the nation.

Business Situation

Existing software was unable to provide quick and reliable recovery of attorneys' emails.

Solution

The administrator could recover emails within minutes very easily. The backup time was reduced by 80% using SonaSafe for Exchange Server.

Benefits

- Fast, reliable recovery
- Increased productivity
- Reduced backup time
- Automation
- Ease of use

Software and Services

Microsoft Windows 2000 Advanced Server
Microsoft Exchange Server 2000
SonaSafe for Exchange Server 2.1

at Burnham Brown was able to provide excellent service to its primary users, who are the attorneys, and the overall customer satisfaction increased by 100%.

Benefits

Exchange Server was a critical application for Burnham Brown. Hence the system has to be up and running all the time reliably and effectively. The productivity of the IT staff improved drastically and the backup time was reduced by 80%. Burnham Brown was able to recover emails and folders very quickly when things went wrong. The overall reliability of the entire backup and recovery process underwent a big change within the organization. Also, on the fly compression helped to reduce the size of Exchange Server by 65%.

Time Savings

Before implementing SonaSafe solution, it used to take several hours, if not days, to recover the entire Exchange Server. With SonaSafe, Burnham Brown could recover the entire Exchange Server within a couple of hours. "The time and energy we saved by not having to search through tape libraries for a restore was simply fantastic. Using Sonasoft's unique Point-Click Recovery solution, we could restore a single email in less than a minute. I'm really impressed with the simplicity and the reliability of Sonasoft's solution!" - Thanh Long Nguyen, Sr. Systems Analyst, *Burnham Brown*.

Productivity Gains

The automation and ease of use helped Burnham Brown to set up the application and backup tasks efficiently. Once the tasks were scheduled, the application ran as if it was on cruise control. "The tool helped us to improve the productivity of IT staff drastically," remarked Thanh Long Nguyen.

System Availability

SonaSafe solution tremendously improved the uptime and system availability of Exchange Server at Burnham Brown. Overall system availability improved by almost 99.9% and this in turn enabled the IT staff to focus on other critical issues.

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Sr. Systems Analyst
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Thanh Long Nguyen

Sonasoft Corp. automates the disk-to-disk backup and recovery process for Microsoft Exchange, SQL and Windows Servers with its groundbreaking SonaSafe® Point-Click Recovery® solutions. Designed to simplify and eliminate human error in the backup and recovery process, SonaSafe solutions also centralize the management of multiple servers and provide a cost-effective turnkey disaster recovery strategy for companies of all sizes. *For more information, please visit www.sonasoft.com.*