



Legal Leverage – Around the Clock

Nationally Renowned Corporate Law Firm Depends on Neverfail® for Continuous Availability on BlackBerry Smartphones

E-mail access sits at the heart of business for Lowenstein Sandler PC. And because the majority of legal issues cannot wait, Lowenstein's attorneys require 24-hour access to its BlackBerry® Enterprise Server.

With more than 250 attorneys, Lowenstein Sandler is a national law firm headquartered in Roseland, N.J. with offices in Boston, New York City and Palo Alto. The firm specializes in corporate law and litigation for public and private companies, financial institutions, investors, entrepreneurs, universities and private clients throughout the country.

Known for their open and approachable relationships with the people and companies they represent, the attorneys at Lowenstein Sandler strive to view the work from a client's perspective. This approach, combined with an active involvement in key trade associations and educational forums to maintain immersion in the evolving business and legislative developments that impact their clients, drives Lowenstein's team to get the right answer to every client's matter.

The firm has built its reputation on high-profile litigation and headline-making business transactions. Attorneys offer straightforward,

traditional analysis as well as innovative, custom-tailored strategies. They assemble multi-disciplinary legal teams in force, supported by first-rate personnel and technology resources. All of this requires access to the right technologies at all times.

For the constant flow of e-mail communications, Lowenstein Sandler's attorneys rely on their BlackBerry smartphones. Quite simply, business comes to a halt if BlackBerry service goes down – since legal issues do not confine themselves to business hours.

“We are known for our dedication to providing extraordinary legal services on a daily basis. We are heavy BlackBerry smartphone users and recognized that we needed a business solution that would provide our team with the continuous access to the BlackBerry Enterprise Server that our law practice demands. In addition, we needed a solution that would deliver high availability and continuous protection to our document management system that allows the legal team to consistently manage and access legal documents in a unified client file stored on our SQL server,” said Christopher Longstreth, network operations supervisor, Lowenstein Sandler PC.

Neverfail at Work in Legal Services

► THE COMPANY

Lowenstein Sandler PC

► THE CHALLENGE

Lowenstein Sandler PC needed a dependable solution that would provide attorneys and staff with a continuous connection to their BlackBerry smartphones and vital legal information during seasonal power outages and routine maintenance.

► THE SOLUTION

Neverfail for RIM BlackBerry® Enterprise Server and Microsoft® SQL Server

► THE RESULTS

With Neverfail, Lowenstein Sandler now has a highly available system that will keep them continuously connected to the business-critical services that are needed to deliver legal services in the timely and efficient manner that their clients have come to expect.



Legal Issues Don't Take a Break for Downtime

Lowenstein Sandler's attorneys don't tolerate downtime even at 3 a.m. So when the IT staff requests to take down servers for routine maintenance, this disruption is met with heavy resistance from the legal team. Additionally, the Roseland, N.J. office experiences several seasonal power outages a year due to weather conditions, which can leave BlackBerry smartphone users out of service. The combination of routine maintenance requirements and power outages created a level of downtime that was unacceptable. As reliance on BlackBerry smartphone service increased, Lowenstein Sandler knew they needed a business continuity solution that would keep their law practice connected to their mission-critical legal and business applications.

"Prior to Neverfail we did not use anything to provide our BlackBerry smartphone users with uninterrupted access to their business critical information needed for their legal services," said Longstreth.

Lowenstein selected Neverfail for RIM BlackBerry to keep their mobile users continuously connected and

Neverfail for SQL Server to ensure high availability and continuous data protection for Interwoven, their document management system used for managing and accessing legal documents. Once Lowenstein discovered that Neverfail would easily support their disaster recovery plan, they added it to protect their virtualized document management server running on VMware.

"Neverfail has worked really well for us and allows us to provide our staff with the business continuity that they need to deliver their legal services," said Longstreth. "We expect to expand our use of Neverfail as more systems are added to support our 650 nation-wide users."

No More Seasonal Downtime

Once Neverfail was installed, Lowenstein Sandler's IT staff put Neverfail to the test and executed a manual failover to ensure everything worked correctly. IT staff took down the primary server and then with one push of a button brought up the secondary server immediately. In addition, Lowenstein Sandler's IT staff utilized automatic failover when they recently moved their data center to a new office building. To date, Lowenstein has only experienced one unscheduled failover, which occurred during a construction project to remove a wall. Immediately, the

"We know that we will experience several seasonal power outages annually that sometimes last more than an hour. Neverfail gives us the confidence that even during these outages our attorneys will have continuous access to the crucial legal records that they need to be able to provide their world-class legal services."

Christopher Longstreth
Network Operations Supervisor
Lowenstein Sandler PC

failover began and the administrator was alerted. Since all traffic was routed automatically to the secondary server there was no interruption in service.

"During the week between Christmas and New Year's, I received an early morning alert that involved our servers and the construction project. Using Neverfail, we were able to provide continuous availability to our mission-critical services without employees ever noticing the transition," said Longstreth.

About Neverfail

Neverfail is a leading global software company providing affordable data protection, high availability, and disaster recovery solutions focused on keeping users productive. Neverfail's software solutions enable users to remain continuously connected to the live software application irrespective of hardware, software, operating system, or network failures. Neverfail's mission of eliminating application downtime for the end user delivers the assurance of business continuity, removes the commercial and IT management costs associated with system downtime and enables the more productive use of IT resources. More information can be found at www.neverfailgroup.com.

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