



# The Verdict is in: Sonnenschein Nath & Rosenthal Relies on Neverfail® to Deliver 24x7 Availability

## Mission Critical Repository with More Than Six Million Legal Documents Now Available Anytime, Anywhere

With more than 800 lawyers and 800 support professionals in 15 offices in the U.S. and Europe, Sonnenschein Nath & Rosenthal LLP serves the legal and public interest needs of some of the world's best known and most admired corporations, nonprofits and individuals. Sonnenschein has more than 25 areas of expertise and is an industry-recognized leader in innovative legal services, renowned for its utilization of service-enhancing technologies, including its accomplished use of secure extranet capabilities.

Attorneys are available 24 hours a day, seven days a week to provide services to their clients. To do so, they rely on continuous access to *The Portal* – their company intranet that provides access to all of the firm's intellectual property and supports extranet communications with clients. Without access to *The Portal*, business comes to a halt.

Previously, Sonnenschein relied on a home grown intranet and core business systems to access their vital documents, intelligence and communications, crucial for business operations. This method required Sonnenschein to use an array of disparate programs, each with a unique user interface and corresponding training requirements. Although these systems were backed up, there was still the risk of downtime caused by external factors, including hardware failures or disaster-like events. It was critical to ensure continuous access to business-critical information, even if a planned or unplanned outage was affecting the IT servers.

“Sonnenschein is committed to making technology investments that improve productivity and client communications as well as support growth. We recognized that our home grown intranet was a roadblock for our growth pattern,” said Andy Jurczyk, Chief Information Officer at Sonnenschein. “We needed a completely new IT model that would aggregate data, standardize the interface, automate complex workflows and provide continuous and reliable access regardless of time or location.”

### Uninterrupted Access to *The Portal*

It was imperative that Sonnenschein's attorneys be able to access legal documents anytime, anywhere, even from an Apple® iPhone through a secure VPN.

“To maximize the service we provide our clients, and to increase productivity and competitiveness, we created *The Portal* using Microsoft SharePoint. *The Portal* stores every legal document, financial report and human resources paperwork – literally everything needed by lawyers and their staff to practice law and run day-to-day operations,” said Jurczyk.

*The Portal* also hosts the extranet, which is the attorneys' communications hot line to live and historical client discussions. To make it easy to use, the IT staff scrapped the existing user interfaces and created one user interface across all applications.

Sonnenschein sought to find a solution that would provide 24x7 *Portal* availability to its attorneys that had the ability to be

## Neverfail at Work in Legal Services

### ► CUSTOMER

Sonnenschein Nath & Rosenthal LLP

### ► THE CHALLENGE

Sonnenschein Nath & Rosenthal LLP needed a solution that could provide their attorneys with continuous access to *The Portal*, an intranet site housing their comprehensive legal library and business files, which is crucial to servicing their clients and conducting daily business.

### ► THE SOLUTION

Neverfail for Microsoft® SharePoint

### ► THE RESULTS

Since installing Neverfail, the Sonnenschein IT department is confident their attorneys have uninterrupted access to all of their critical business documents.



completely isolated from outages affecting IT, whether planned or unplanned. Additionally, they needed something that provided resiliency and reliability.

“For Sonnenschein, any amount of downtime is simply unacceptable. We needed a proven solution to ensure consistent up time at our data centers in Chicago and Indiana, both of which are ‘hot’ (running production systems),” said Jurczyk. “Both of these facilities simultaneously deliver access to mission-critical application services and are subject to routine maintenance. In the event of an emergency, such as a tornado or power outage, one data center needs to be able to seamlessly host the entire business so the staff can have continuous access to business-critical information.”

### Neverfail Keeps a 24x7 Vigil

To protect *The Portal* from downtime, Sonnenschein needed a high availability and disaster recovery solution. They conducted an extensive review of several products available in the market place, but Sonnenschein’s internal team found that other products were incapable of supporting the company’s SharePoint environment, which serves as *The Portal’s* underlying technology, because they were unable to replicate SharePoint’s indexing system.

Sonnenschein selected Neverfail because it is a resilient and reliable high availability solution that could guarantee the integrity of *The Portal* and because they had existing

customers using Neverfail for SharePoint who were pleased with the way the product worked in their environments.

Neverfail is unique because it’s the only continuous availability solution that can proactively monitor the health of the entire SharePoint environment, including physical server hardware, network infrastructure and operating system. If a problem should occur, Neverfail takes a variety of preemptive, corrective actions without resorting to a full system failover. In extreme cases, a non disruptive, seamless failover to the secondary server can occur automatically and is transparent to users.

To get a better understanding of the environment, Sonnenschein elected to conduct its own installation. Over a period of several weeks, the team conducted several tests of the product and completed the installation process. During that time, Sonnenschein worked with Neverfail support to ensure any issues could be resolved quickly. “An important part of the process was the level of support Neverfail was able to give us” said Jurczyk. “Having a partner ready to help us is critical and Neverfail gave us confidence they were there to help whenever needed.”

The Neverfail protection of *The Portal* went live in December 2007. Since then, Sonnenschein has only experienced one unplanned system failure, which was caused by a network failure. Neverfail acted so seamlessly that the staff never knew about the failover. The firm routinely conducts switchovers for routine maintenance and patch updates.

**“Since deploying Neverfail to protect *The Portal*, our firm has experienced improved efficiency and productivity. And, the return on investment has been immense. Our ability to integrate new lawyers regardless of location combined with our ability to collaborate effortlessly with a national team is priceless. I am 100 percent confident that our entire legal team has continuous access to their business-critical documents anytime, anywhere.”**

**Andy Jurczyk**  
CIO  
Sonnenschein Nath & Rosenthal  
LLP

With the addition of new attorneys and increased usage, *The Portal* has become the key resource for day-to-day operations, making availability an unquestionable necessity for the firm. With Neverfail in place protecting this application, Sonnenschein is confident their intranet is protected against downtime, no matter what the cause.

## About Neverfail

Neverfail® is a leading global software company providing continuous availability and disaster recovery for critical Windows-based applications in physical, virtual or mixed environments. Continuous availability blends high availability, disaster recovery and data protection software with best practice monitoring and automation. Neverfail’s predictive approach protects businesses during both IT outages and planned maintenance. Regardless of the type of problem, from a single component failure to a full site disaster, critical business applications remain constantly available to information workers. With Neverfail, users remain continuously connected to applications such as Microsoft® Exchange, SQL Server, File Server, IIS, SharePoint, Cluster Server, VMware VirtualCenter, BlackBerry® Enterprise Server, Captaris RightFax and IBM® Lotus® Domino®. More information can be found at [www.neverfailgroup.com](http://www.neverfailgroup.com).

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