



# Law Firm Lang Michener Avoids Crippling Downtime Costs with Bell Server Replication Service



## Business

Lang Michener has been a leader in Canada's legal profession for more than 80 years. With offices in Canada and Hong Kong, and more than 200 dynamic professionals providing effective, innovative solutions to Canadian and international clients, Lang Michener has played a major role in shaping Canada's economic and political institutions.

Lang Michener assists clients in areas such as corporate/commercial, mergers and acquisitions, bankruptcy and insolvency, litigation, insurance, and real estate law, and provides highly-specialized advice on matters involving corporate finance and securities, lending services, information technology, tax and estates, competition and marketing, international trade, cross border business, and employment and labour law. The firm also has a prominent intellectual property practice that has helped Canadian and multinational clients protect and secure maximum advantage from their intellectual assets for over 40 years.



## Challenge

Business continuity and disaster recovery plans vary from industry to industry, and the legal profession has very specific needs when it comes to protecting critical data. For Lang Michener, communications must remain timely and secure, and so uptime and data protection are important concerns. In addition, operator errors, system failures and accidental deletions must be remedied with minimal disruption to lawyers and their clients. Achieving superior results for its clients, while maintaining timely secure communications, requires the ability to disseminate, share, and act on information around the clock, placing high expectations on Lang Michener's IT department to keep the practice up and running uninterrupted, even during a system failure, or unplanned outage.

## Solution

To ensure the availability and recoverability of the firm's email and Blackberry communications, Lang Michener adopted Bell's Server Replication Service. The Bell solution is delivered as a hosted turn-key managed service, so it helps medium-sized organizations meet their continuous availability needs within the limits of their staff and budget—an important way to help IT address business and compliance accountability in a challenging economic environment.

## Result

Bell's server replication service maintains uptime through business disruptions, but also allows Lang Michener's IT staff to proactively plan for downtime. IT Director Killian Cummings, recently elected to proactively failover to Bell's Server Replication Service prior to undergoing planned maintenance of the firm's Exchange mail server. Cummings' decision to failover turned out to be prescient - the installation of a maintenance patch unexpectedly brought the mail server down for three business days. Server downtime had no impact on the company's approximately 150 lawyers, who worked seamlessly through the disruption, communicating via email with their clients, unaware that a problem had occurred.

A study conducted by CIO.com revealed that downtime results in significant costs for law firms - with reports ranging from \$1,000-\$10,000 per hour of downtime. Upper ranges stretch to over \$50,000 per hour of downtime. Leveraging the Bell Server Replication service to failover the Exchange server saved the company a significant amount in potential lost billings, not to mention preserving client trust, along with the firm's reputation.