

Law Firm Learns a Valuable Lesson in “Data Backup” Economics

Hemry, Hemry & McDoniel (HH&M), an established law firm in Oklahoma City, considered backup and restoration of critical data to be a serious matter. The firm was not willing to lose important data due to flood, fire, or possible tornadoes. They were proactive and took the necessary steps to hire a company to handle their data backup and restoration needs.

Thinking an international company would offer the most expertise, HH&M elected to backup their data online. It turned out to be an unacceptable experience. What saved the day for the firm turned out to be CoreVault, a company with a national footprint right in their own backyard.

THE GOAL

With gigabytes of critical data currently under its care, HH&M’s management realized the amount of data was growing significantly. The firm struggled with how best to ensure the data was receiving adequate protection.

After careful research, the firm contacted a number of companies, including CoreVault, requesting a proposal for services. Due to time constraints, they chose a large international company. The cost was unusually low, but the firm considered that the size of the company gave them the ability to be extremely competitive. Additionally, the reputation and resources of the company gave Hemry, Hemry & McDoniel reason to believe they could best meet their backup and recovery needs.

CHALLENGES

CoreVault graciously accepted HH&M's decision, offering to stay in touch. The selected company had assured the firm that the experience, expertise and corporate support they offered was all that was required to adequately backup and protect the firm's critical data.

Upon following-up a few months later, CoreVault learned of the unfolding nightmare. In the grand scheme of things, 1.12 gigabyte of accounting data is insignificant in terms of size. However, after one day, eight hours, and fifty-two minutes, the "backup" provided by the international company was still not restored. For Legal Administrator Leslee Jaramillo, the wait proved too much. **"I immediately decided that this just wasn't going to work,"** she said. **"I don't have three days to waste...this office is just too busy."** At that frustrating point, Leslee decided to terminate the relationship. By coincidence, CoreVault's Dan Raines called, which was all Leslee needed to put her faith in the professionals at CoreVault. The rest, as they say, is history.

SOLUTIONS

The original decision made by HH&M made sense to them. National and international firms have their place. In fact, CoreVault also serves companies nationwide. However, what HH&M did not fully appreciate was an Oklahoma City-based and SAS 70 Type II certified company, right in their own backyard, offered the solution and support to

resolve their issue. There is much to be said about a local company who provides quality products and services, all within arm's reach.

With the bad experience behind them, and with the help of CoreVault's highly experienced team, it did not take long for HH&M to embrace one of the selections from CoreVault's flexible line of products. CoreVault's first step in building the relationship began with a data determination to identify the software applications, folder/file structure and associated data size. This enabled HH&M to make an informed decision. As a result HH&M selected the Online Data Backup designed for dynamic data and allows 24/7 access for data recovery to a single file or e-mail. Files are encrypted and backed-up in compressed formats significantly reducing size, and thereby the cost, for off-site storage of their data. The de-duplication technology built into the software also keeps storage and costs low.

Other products offered to meet their future needs include Nearline and Offline Data Storage. The mid-tier option, Nearline Data Storage, will provide an outstanding storage solution for static/older data. Offline Data Storage, CoreVault's most cost-effective product, will be ideal for old case files that do not need modification, but require permanent archive. HH&M is only using Online Data Backup at the time, but will be able to expand the use of these services as the need arises in the future.

RESULTS

HH&M has been extremely satisfied with the integrity of CoreVault's products, the outstanding service offered by the company, and the ease of access to documents 24-7. **"I've had zero problems,"** Jaramillo said. **"The product is easy to use, the price is exceptional and the people are great to work with. I can leave at night and it just 'does its thing'... I never have to worry,"** she said.

"CoreVault's product is better than any system I've ever used...and I've used a lot. They are great." Even better, Henry, Henry and McDoniel has established a long-term relationship and has gained a trusted partner in CoreVault.