



Tees Law Legal Firm

Water from a burst pipe found its way to the server room, causing trouble for the IT team. Fortunately, the law firm had just backed up its email data using Micro Focus® GroupWise® Disaster Recovery.



Overview

Tees Law provides specialist legal services for individuals, families, companies, and organizations. Clients, both regionally and nationally, select Tees for approachable lawyers who offer an in-depth, responsive, and cross-disciplinary service to meet their lifetime legal needs.

Challenge

When planning for a disaster, most of us generally envision fires, earthquakes, or power-related problems. As Tees Law found out, a disaster can be much less glamorous, although just as devastating. A burst connection pipe to the back of a toilet started a chain of events that were to prove disastrous—but thanks to GroupWise Disaster Recovery, not unrecoverable.

Not long after Stanley Tee had installed GroupWise Disaster Recovery on two separate servers to back up the GroupWise email system, the water pipe burst. While it was some distance from the server room, the constant flow of water found its way through ducting and flat roof voids, eventually emerging right above the main servers, where it dripped into the SAN and Blade Center—causing the SAN to be unusable.

Solution

Fortunately, Tees had its GroupWise system safely backed up on an off-site GroupWise

Disaster Recovery server. GroupWise Disaster Recovery is built specifically for GroupWise and offers the most effective quick message restore, hot backups available, ensuring that critical data is always current and available. Its close integration with GroupWise allows you to perform and access intra-day backups of post offices and up to 10 simultaneous backups. These backups can then be stored on site, off site, or in the cloud.

Thanks to GroupWise Disaster Recovery, all of Tees Law personnel were able to access their email within a few minutes of this catastrophe. They then ran email for several days on the GroupWise Disaster Recovery server while the IT department dealt with the myriad of other problems created by the crisis. Once the damaged equipment was replaced later in the week, the IT department ran a migration from the Disaster Recovery server to the new environment. The software translated seamlessly to the new environment because GroupWise Disaster Recovery backs up GroupWise post offices regardless of the platform used. This includes Linux, NetWare, and Windows. It's fully compatible with GroupWise 7, Retain™ Unified Archiving, and Blueprint for Disaster Recover. It doesn't require a client because all of the software is installed with the GroupWise Disaster Recover package on the server.



At a Glance

■ Industry

Business Services

■ Location

United Kingdom

■ Challenge

Water from a burst pipe dripped into the SAN center and made it unusable.

■ Solution

Use GroupWise Disaster Recovery to back up GroupWise data and run email from offsite servers.

■ Results

- + Lost zero emails during the flood
- + Also used GroupWise Disaster Recovery to migrate to Linux

**“There was no downtime of the email system to users.
We lost not one single email!”**

KEN LOWE

IT Head
Tees Law

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Results

Speaking of their experience with GroupWise Disaster Recovery, Ken Lowe, IT Head for Tees Law, stated “Like most businesses, email is crucial to us. It is our main source of communication with our customers. Failure to respond to an email within certain timeframes could mean a complaint against one of our solicitors or a negligence claim against the firm. There was no downtime of the email system to users. We lost not one single email,” explains Lowe. “The flood was a period of huge stress and incredibly long hours, but we came through completely intact. The only time we ever really thought about email was when people remarked, ‘Can you imagine what would have happened if we hadn’t installed Reload (now GroupWise Disaster Recovery)?’”

Tees Law originally installed GroupWise Disaster Recover on its system in preparation for their move to Linux. It wanted to make sure emails

were secured before the migration. After reading what GroupWise Disaster Recovery could do, Tees not only backed up its system but also performed the actual migration easily with GroupWise Disaster Recovery.

About Micro Focus

Micro Focus is a global software company with 40 years of experience in delivering and supporting enterprise software solutions that help customers innovate faster with lower risk. By applying proven expertise in software and security, we enable customers to utilize new technology solutions while maximizing the value of their investments in critical IT infrastructure and business applications. As a result, they can build, operate, and secure the IT systems that bring together existing business logic and applications with emerging technologies—in essence, bridging the old and the new—to meet their increasingly complex business demands.



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