



Skadden, Arps, Slate, Meagher, and Flom

Skadden contracts with EMC to safeguard global information infrastructure

BUSINESS VALUE HIGHLIGHTS

SOLUTION SNAPSHOT

- **Primary Applications:** Microsoft Exchange, Microsoft SQL Server, document management, imaging, Enterprise Human Resources, Enterprise Accounting System
- **EMC Software:** SRDF/Asynchronous, TimeFinder/Mirror, TimeFinder/Clone, EMC ControlCenter® (SAN Manager™), StorageScope™, Storage Resource Management, Automated Resource Manager™, PowerPath®, Centera Remote Replication
- **Storage Infrastructure:** Approximately 500 terabytes of EMC networked storage including EMC Symmetrix DMX, EMC Symmetrix, EMC CLARiiON CX, EMC CLARiiON Disk Library, EMC Centera
- **EMC Services:** EMC Residency Services, EMC Performance Analysis, Training/Education Passports, Business Continuity Design and Implementation
- **Processing Environment:** UNIX, Windows

Profile: Skadden, Arps, Slate, Meagher, and Flom (New York, N.Y.) is one of the world's leading corporate global law firms. With headquarters in New York City, Skadden has 1,750 attorneys and 22 offices around the world. For the fifth year in a row, Skadden was ranked as the top corporate law firm in the U.S. in *Corporate Board Member* magazine's survey of "America's Best Corporate Lawyers."

Challenge: Skadden required an efficient backup, recovery, and archive solution with enterprise-wide recoverability to protect its critical business information, especially e-mail, and ensure high staff productivity to serve clients around the world.

Business value: Skadden, using EMC business continuity services, software, and storage, has been able to:

- Enable full backup of Exchange database in less than two hours with automated archiving and backup-to-disk.
- Reduce the time to fail-over an entire data center from 24 hours to less than two hours through long-distance data replication from three sites in North America, Europe, and Asia to a centralized recovery site in New York.
- Speed recovery time of backed up e-mail data from eight hours to just minutes using backup-to-disk instead of tape.
- Lessen the amount of production storage allocated for e-mail by 50 percent by archiving older e-mails to a content-addressed storage environment.

Integrated archiving and backup-to-disk speeds Exchange backup, slashes recovery time from hours to minutes

As one of the top law firms in the world, Skadden, Arps, Slate, Meagher, and Flom relies on huge amounts of information—documents, e-mail, images, time and billing data, and more. All of this information must be protected and accessible 24 hours a day to serve the interests of the firm’s clients and ensure high productivity of its 1,750 attorneys based in 22 offices around the world.

To meet these critical needs, Skadden asked EMC to provide a business continuity solution that would ensure fast, efficient backup, recovery, and archiving for the firm’s full range of information requirements—and do it on a global scale. The firm began by engaging EMC Services to assess the firm’s diverse business continuity requirements, and then design and implement a suite of EMC® storage and software to provide tiered protection aligned with those requirements.

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Philip Talamas, Manager of Technology Operations, Skadden

Today, Skadden protects data from three production data centers in London, Tokyo, and Dayton, Ohio using a combination of data archiving and backup-to-disk, along with long-distance replication to a recovery data center in Westchester, N.Y. As a result, Skadden has accelerated recovery for system-level problems from as much as eight hours to a matter of minutes. In addition, the firm estimates complete enterprise-wide recovery from a data center loss in less than two hours, compared with 24 hours or more prior to implementing the EMC solution. What’s more, through automated archiving and disk backup, the firm manages e-mail backup and recovery far more cost-effectively and reliably than it could in a tape environment.

Philip Talamas, Manager of Technology Operations at Skadden, said, “Serving our clients with the exemplary service our firm is known for depends heavily on rapid-fire, 24/7 access to e-mail and the myriad legal documents involved in our cases. With EMC’s storage, software, and services, we’ve been able to integrate backup, recovery, archiving, and long-distance replication to create a comprehensive business continuity solution. In doing so, we’ve been able to match the right solution to the right application, allowing us to improve information availability and lower data management costs more extensively than we ever could before.”

Added Talamas, “EMC Services played a central role in creating an effective strategy and deploying a complete solution to meet our global business continuity needs. We continue to rely heavily on EMC’s expertise as we explore ways to further enhance our backup, recovery, and archiving capabilities. They have the world-class people, processes, and technology that an organization like Skadden needs to uphold our leadership position in the legal industry.”

Superior end-to-end process and business continuity expertise ensure success

With attorneys located across the globe, Skadden recognized the need for a broad, enterprise-wide business continuity strategy to support their multiple international locations. The firm's traditional approach of backing up to tape from local server-attached storage at each location could not provide the rapid recovery, consolidated effort, and efficient use of resources demanded by this information-intensive organization. Therefore, Skadden turned to the business continuity experts at EMC.

First, EMC Services analyzed Skadden's business continuity requirements. EMC Services then recommended a tiered storage infrastructure that would distinguish protection levels according to the varied availability and performance requirements of Skadden's applications. During the design and implementation phase, EMC residents were located onsite at Skadden to oversee and manage the process. Skadden IT professionals also participated in EMC training and education to further ensure the project's success.

"We view EMC as the leader in enterprise storage and business continuity, so it was logical to rely on their expertise to design and implement the solution," said Talamas. "The people at EMC really know how to listen, and could advise us on everything from back-

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up and archive strategies to configuring the storage arrays based on the actual performance requirements of individual applications. EMC Services also led the entire implementation, providing us with knowledge transfer along the way. They have an excellent process from end to end, which resulted in the job being done right."

With the help of EMC Services, Skadden now has a comprehensive business continuity solution. It protects mission-critical applications stored on EMC Symmetrix® and CLARiiON® systems, providing local archive and backup using EMC Centera™ and EMC CLARiiON Disk Library (CDL) systems, in combination with Symmetrix Remote Data Facility/Asynchronous (SRDF®/A) mirroring to a centralized recovery site. With a centralized recovery site, the firm is able to maximize staffing efficiencies and enable very rapid failover and recovery in the event of an outage at any of its three global production data centers.

Automatic archiving increases backup speeds, lowers acquisition costs

One of the most critical applications at Skadden is e-mail. As Skadden planned a migration from Novell GroupWise to Microsoft Exchange 2003, the firm called in EMC Services' Microsoft Exchange experts to analyze the environment and recommend a solution that would protect this valuable data, while also boosting application performance. Drawing on EMC's business continuity and Exchange expertise, Skadden now has a complete backup, recovery, and archive solution for Exchange that meets the firm's performance and protection objectives.

According to EMC's recommendations, Skadden keeps Exchange e-mails on high-performance EMC Symmetrix DMX™ networked storage. After a predefined time, e-mail messages are archived from Symmetrix DMX to EMC Centera content-addressed storage using Zantaz software. The Centera archive provides secure, long-term retention for older e-mail, while active Exchange data is backed up from Symmetrix to the CLARiiON Disk Library.

“We introduced Centera to help keep our Exchange services as efficient as possible,” explained Talamas. “By archiving all of our older messages, we’re able to allocate less production storage for e-mail. In fact, we’ve reduced the amount of storage capacity for e-mail by 50 percent. This has important ramifications from a cost and availability standpoint. For one, we’re able to accomplish full backups more quickly because there is simply less data to back up. In addition, we’re able to postpone purchases of our more functional, and expensive high-end storage for our critical production because the volume of e-mails we need to store is less. There is also a significant performance benefit for our Exchange production environment.”

To protect the Exchange data even further, Skadden replicates the Centera archives from its Dayton, Ohio data center to another data center in Westchester, N.Y. using Centera remote replication software. With this extra layer of protection, the firm can even recover its archived Exchange data in a matter of minutes to ensure availability should a case ever require referencing an older e-mail.

Integrated archiving and backup-to-disk slashes Exchange recovery time from hours to minutes

Although Centera had contributed to smaller volumes of data to be backed up, Skadden and EMC were not willing to stop there. To make data backup as fast and efficient as possible, Skadden also implemented EMC CLARiiON Disk Library (CDL) with CommVault software for disk backup of its Exchange environment.

“The combination of CDL and Centera is very powerful,” Talamas said. “First, we shrunk the e-mail volume we need to back up—as well as the backup time itself—by off-loading our older e-mails from our production storage to the Centera archive. Then, we added in CDL to speed up the backup process even more. The CDL fit in very easily with our existing environment and, although it looks like tape to the systems, the CDL can back up our entire Exchange database in less than two hours, compared with many more hours that would be needed for tape. We also like the simplicity of CDL compared with tape, which not only minimized the initial training needed, but also the ongoing support, which saves us time and money.

“We’ve also seen tremendous gains in the restore process with the CLARiiON Disk Library. Restoring e-mails from tape could take eight hours or more if we didn’t run into mechanical problems. But we can restore the entire production Exchange store from the CDL in a matter of minutes. We’re so pleased with the performance of the CDL that we plan to use it to back up all of our applications.”

Ensuring two-hour site recovery worldwide

In addition to the backup, recovery, and archive solution for Exchange, Skadden has also implemented a long-distance replication strategy that extends around the world. Business-critical applications, including Exchange, document management, and Microsoft SQL Server databases, are all mirrored from production data centers in London, Tokyo, and Dayton, Ohio to a central recovery facility in Westchester, N.Y. Data in London and Tokyo is stored on EMC CLARiiON systems and replicated to CLARiiON

systems in the recovery data center. Data in Dayton, including the firm's enterprise human resources and accounting applications, are stored on EMC Symmetrix systems and replicated to the central recovery site using EMC SRDF/A software.

"SRDF/A is ideal for mirroring large amounts of data across very long distances without compromising the performance of production applications," stated Talamas. "In the event of an entire production site loss, it would have taken at least 24 hours or more to recover in our old environment. Now, because we can fail over to the recovery site, which is current with all our production data, we could be back to full operations in less than two hours and without exposure to significant data loss."

Skadden also uses EMC TimeFinder[®]/Mirror and TimeFinder/Clone software to create non-disruptive business continuance volumes (BCVs) of the SRDF/A mirrored data in Westchester, and back up those copies to tape as another layer of protection.

"We use TimeFinder to copy our replicated data at the target site and then separately use those copies to backup-to-tape, ensuring that the SRDF/A replication will continue uninterrupted in real time," said Talamas. "The flexible options provided by SRDF/A and TimeFinder/Mirror and TimeFinder/Clone allow us to recover from a variety of scenarios very quickly to keep the business productive. For example, to perform a file-level recovery, we can go to the TimeFinder/Clone BCV and recover the file in a few minutes, rather than the hours it would have taken with tape."

Extending tiered protection for maximum operating efficiency

Talamas is confident that Skadden's critical applications are well protected by the EMC business continuity solutions. Now, he is looking for ways to extend EMC tiered protection more broadly across his environment. Using information lifecycle management as a guiding principle, Talamas plans to implement a range of backup policies that, in conjunction with the firm's information retention policies, will determine where, and for how long, data is stored. As a first step, he is planning to all but eliminate tape backup for Skadden's top-end application data residing on EMC Symmetrix, as well as mid-tier applications, such as test and development and litigation support, which are stored on EMC CLARiiON Fibre Channel and ATA disk.

"Our goal is to back up all production data with short backup retention cycles to disk in order to minimize our dependency on tape," said Talamas. "Tape will be reserved for data with longer retention requirements. EMC has such a full range of solutions that we can manage information using ILM very effectively, and keep our operation running at peak efficiency."

Commitment to solving real-world business challenges

Underlying every strategic IT decision for Talamas is a fundamental objective to preserve the integrity and productivity of Skadden as an enterprise.

"The importance of having this level of rapid recovery is huge for a firm like ours," declared Talamas. "It's not just a matter of maintaining our revenue stream, which could be hit by millions of dollars in losses, but also of preserving client confidence, which has very broad and long-term impact on our business success. When you have your hard-earned business reputation on the line, you don't take any chances. That's why we chose EMC. They have the enterprise-class business continuity expertise and solutions we needed. Plus, I get a real sense of commitment from EMC—commitment to meeting our business needs, not just selling some technology. That makes working with EMC a great experience all around."



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