



Business Protection and Security Paramount for Canadian Law Firm

Transition from Dell to HP technologies increases security of firm's infrastructure

Overview

Thompson Dorfman Sweatman, LLP (TDS) is one of Manitoba's oldest and largest full-service law firms, practicing in more than 20 areas of law with 79 lawyers and a support staff of more than 100. Like many law firms, TDS relies heavily on its IT infrastructure to keep its client information secure and increase the efficiency and mobility of its lawyers without forfeiting client service. When Trevor Anderson, IT manager, Network Systems Operations, arrived at TDS nine years ago, he set out to meet the following goals:

- Move the firm away from a single Dell server to multiple HP servers to accommodate the 200 users on it every day.
- Increase network security to ensure all confidential information remains safe.
- Help lawyers increase their mobility so they have all the resources they need to be productive while still remaining behind the firm's firewall, even when away from the office.
- Streamline IT processes by upgrading the data center and PCs from Dell to HP.

Challenge

As systems administrator for TDS, Anderson arrived to find that the entire organization was running primarily on a single Dell server – which was responsible for email, file, print, authentication and database services. Anderson was concerned about the single-server environment because of the possibility of both network outages and security breaches. They were putting too many eggs in one basket. There were also more than 150 Dell desktop PCs in use. Anderson's experience with Dell's service department did not always result in a quick resolution of problems, further complicating system problems.

Anderson faced several challenges at TDS including:

- An outdated, single-server infrastructure that was slow and didn't enable users the mobility they needed away from the office.
- A data backup and security practice that left highly sensitive data vulnerable.
- An infrastructure that lacked redundancy and would have led to costly downtime within the firm if there was an outage, however brief.

Solution

Previously, Anderson worked with project managers who successfully used Compaq notebooks and desktops within their organizations. Anderson wasted no time in seeking to regain that level of satisfaction, and called HP reseller Insight Canada to demonstrate HP's capabilities. He was impressed and moved quickly to upgrade TDS' systems. Nine years later, each of the almost 20 servers at TDS is an HP ProLiant unit, including the DL360, G3 and G5 series, ML350, ML370 and ML530 G2 models. In addition, TDS has replaced Dell PCs with more than 125 HP Compaq desktops over the last number of years. Document production is achieved with its full range of HP printers, including HP LaserJet Color 5500, 2820, and 2500 series, along with HP LaserJet 9000, 4250 and 8100 models. TDS also purchases HP CarePacks for mission-critical servers for round-the-clock service.

Results

To Anderson, the cost of a server over the lifecycle is minimal when compared to the cost of downtime. TDS had success with the HP ProLiant server line. Built-in redundancy, hot-swap hard drives and overall reliability provide the firm with much more cost-effective IT.

Some of the biggest benefits of moving to an HP infrastructure have been:

- Consistency
- Dependability
- Customer service

Products

- HP ProLiant servers (DL360, G3 and G5 series, ML350, ML370 and ML530 G2 models)
- HP Compaq Evo D510 Ultra-slim desktop PCs
- HP LaserJet Color 5500, 2820 and 2500 printers
- HP LaserJet 9000, 4250, 2500 and 8100 printers

Customer quote

"We were 100 percent Dell in the data center and in the desktop. Now we're 100 percent HP. With HP, we always have a good experience with fast and predictable service any time of day. We're a small business and IT is very central to the operation. HP and Insight Canada understand that."

– Trevor Anderson, IT manager, Network Systems Operations, Thompson Dorfman Sweatman, LLP.

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