

Customer Success

Cuatrecasas

Key Highlights

Industry: Legal Services

Location: Barcelona, Spain

Business Profile: Leading law firm covering business law including corporate, finance, tax, litigation, and labor

Storage Environment

- > IT systems supporting 800 attorneys across 22 offices
- > All systems centrally located at the company HQ in Barcelona
- > DR site about two miles away

Backup Software

- > EMC/Legato NetWorker

Business-Critical Applications

- > Microsoft Exchange
- > ERP system
- > Document management systems

Challenges

- > Unreliable and slow data recovery from tape backup infrastructure
- > Effective DR plan needed to protect critical data and ensure business continuity.

The Solution

Data Domain deduplication storage systems at the main site and the DR site to provide rapid data recovery and business continuity in the event of a disaster.

- > DD565 system at the primary site
- > DD530 system at the DR site
- > Data Domain Replicator software

Benefits

- > Superior protection of systems and data through ability to replicate offsite
- > Improved DR plan ensuring business continuity
- > Accelerated recovery process enabling rapid and reliable recovery of data quickly
- > 1-2 months of backups now retained online

Competitor Challenges

- > Update to legacy tape

Reseller Partner

- > Omega Peripherals

Recovering Global Data Quickly

Cuatrecasas, based in Barcelona, Spain, was founded in 1917, and is the largest independent law firm in Spain with 800 attorneys working at 22 offices throughout Spain and Portugal, as well as in London, Paris, Brussels, New York, Casablanca and Sao Paulo. The firm specializes in all areas of business law, including corporate, finance, tax, litigation, and labor. Cuatrecasas advises more than a fifth of the Spanish "Fortune 500" and more than half of the top 35 Spanish listed companies, and was named the best Spanish law firm of the year in 2007 by the International Financial Law Review.

With hundreds of attorneys working on cases across four continents, Cuatrecasas found that using its tape backup environment for recovery purposes could not meet business continuity requirements, mainly due to poor recovery times and unreliability. Data Domain provided the global law firm with the technology to move backup data efficiently offsite, replicating it directly to a disaster recovery (DR) location thereby increasing system protection and ensuring rapid recovery whenever needed.

Customer Challenges

Cuatrecasas had a very clear business objective in mind when reassessing its data backup infrastructure: to improve its DR plan by drastically cutting recovery times.

"We primarily wanted to reduce our recovery times and ensure better protection for our critical systems," explained Francesc Muñoz, Director of IT for Cuatrecasas. "We needed to simplify our backup processes as well."

With a comprehensive document management system already in place, the IT department's immediate concern was how to protect its operational data and systems. With all systems centrally located at the company's headquarters in Barcelona, ensuring an effective DR plan was critical to business continuity.

Having previously relied on traditional tape for backup and restore processes, Cuatrecasas was finding that recovery operations were not meeting business needs in terms of reliability and turnaround. Muñoz and his team were becoming increasingly frustrated with the extremely slow and unreliable restore times, which were only being exacerbated by continuous data growth.

Prior to the deployment of Data Domain, the firm would backup data to tape and send it off-site on a daily basis. Recovery of data from off-site tapes could take four hours or even longer. The firm also experienced a lag in recovery time due to the fact that only one



tape could be recovered at a time, creating a recovery backlog that slowed the process even further.

Data Domain Solution

Omega Peripherals, a trusted partner, introduced Cuatrecasas to Data Domain deduplication storage systems, enabling a fresh approach to solving the issues that Muñoz and his team were experiencing.

While exploring alternative options to meet their business critical recovery requirements, Muñoz and his team were quick to narrow the search down to Data Domain, the only vendor that they felt offered a viable and proven deduplication solution.

"Very few companies offer deduplication, and with the amount of data that we potentially need to be able to recover, we recognized that this was an essential capability for us to reduce our recovery times," explained Muñoz.

Cuatrecasas initially set up a pilot installation to test the technology, deploying a Data Domain DD530 system at its world headquarters in Barcelona, Spain, which replicated to a DD510 unit at the firm's DR site about 2 miles (3 km) away.

Satisfied that Data Domain was the right solution to address Cuatrecasas' recovery requirements Muñoz and the project team, led by Horacio Carreño, upgraded the pilot systems based on needed capacity requirements and moved the implementation

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Francesc Muñoz
Director of IT
Cuatrecasas

into live deployment confirming, “We are very happy with the quality of service we have received from Data Domain. The installation was fast and simple, and our pilot Data Domain appliances were up and running in an hour. All our interactions with the company since then have proven that Data Domain is committed to our success with their products.”

Now Cuatrecasas backs up all systems and operational data to a DD565 system and replicates to the DD530 appliance at its DR site. This data amounts to a total of 8-10 terabytes, including its ERP and document management systems, as well as Exchange email servers. The law firm is now able to store between 1-2 months of data on the Data Domain appliances to meet recovery requirements, while still carrying out a full backup to tape once a week for archiving purposes.

Business Benefits

Replacing tape with Data Domain has transformed the way Cuatrecasas protects its critical systems, and ensures rapid recovery of data whenever needed. Muñoz noted, “Data Domain has enabled us to meet our disaster recovery objectives by providing superior protection for our operational data and systems, and enabling extremely rapid recovery from our offsite location. Replacing tape with Data Domain technology was the right choice for Cuatrecasas to increase efficiency and ensure business continuity.”

While tapes would take hours to retrieve from an off-site DR location and recover one by one, Data Domain enables Cuatrecasas to recover multiple files almost immediately. “One of the main advantages Data Domain provides for our disaster recovery plan is the ability to recover multiple files at one time,” Carreño added. “With tape we could only recover files one at a time.”

Data Domain also provides Cuatrecasas with far better data protection than tape. By immediately replicating data to an offsite DR location, Cuatrecasas now has the assurance of both data integrity and rapid recoverability. Recovery with Data Domain disk backup is much more reliable than tape, which can be easily corrupted during the backup process or any time between backup and recovery.

“With powerful recovery capabilities, Data Domain has greatly improved the speed and efficiency of our disaster recovery plan, making it possible to recover vital data quickly and easily to ensure business continuity,” Muñoz concluded.