9 GOUGH SQUARE

Case Study

Intranet

SPROUT IT

LEGAL **IT** SPECIALISTS

ABOUT SPROUT IT

SproutIT enable law firms & barristers' chambers to achieve competitive advantage and peace of mind, through the innovative use of best-of-breed technology, focussed cyber security and resilience, award winning services, and passion for service excellence.

From Document Management Solutions and Fees/Diary software, to email archive, compliance, encryption anD security, SproutIT can plan, implement and support your entire infrastructure.
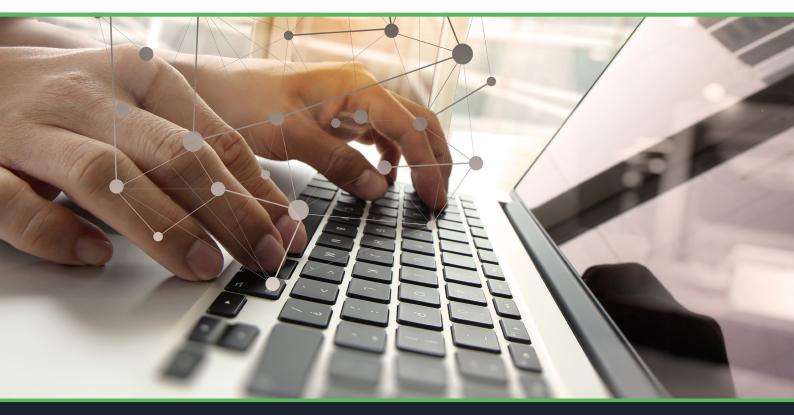
The client: 9 Gough Square

Challenge:

9 Gough Square tendered for a fully hosted IT environment to run all their business applications, email, and file storage and remote desktops. The tender specified support of only Windows Desktops but fully supports remote access from Mac, iOS, Android, thin client and other devices. MLC (Chambers' Diary system) was migrated to the new environment ahead of the move for full testing, as was a restore of their current email server.

Keeping the existing domain in place has paid dividends, as whilst most desks now have thin clients for Remote Desktop Access, domain computers can still be effectively managed from a central location – a key factor in managing costs. 9 Gough Square wanted a dedicated server and application environment without the up-front capex costs of running on their own hardware. They also wanted the flexibility to be able to scale up or down if necessary on a per user per month basis. This flexibility of the environment and the technology that powers it proved crucial in winning the tender.

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www.SproutIT.co.uk
AskTheExpert@SproutIT.co.uk
+44 (0) 20 70368530
@Sprout_IT
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The solution

Sprout IT's project team migrated chambers existing hosted solution and domain to a high availability blade server solution running Windows 2012 R2 Hyper-V. The virtual servers themselves leverage Windows 2012 R2 and (due to third party application compatibility) Windows 2008 R2. A Remote Desktop Farm and Secure Gateway was deployed to offer seamless access inside and outside of chambers as well as provide load balancing. All virtual servers and applications are dedicated to 9 Gough Square. Frequent backups are performed throughout the day and are replicated to chambers so that they have ownership of their data and can also bring up virtual servers onsite if necessary.

A server located in chambers replicates Member files between the hosted environment and chambers to allow offline files to be used. The server authenticates users and provides efficient print queueing.

A private, secure and low latency Internet connection directly from chambers to the datacentre means that none of chambers' business traffic competes with Internet traffic generated locally in chambers. LAN or Secure Guest and Members wireless Internet traffic passes out of a local secure gateway.

In the Datacentre, Chambers enjoys dedicated Internet bandwidth and IP addressing for all of their services.

All new services were available ahead of the go live date for user acceptance testing and signoff

The results

- A secure virtualised environment, offering higher availability and increased IT productivity due to a streamlined and automated system requiring less maintenance
- Improved business continuity, minimal downtime when it is needed most as virtualisation makes it easier to survive unplanned potential IT disasters
- Improved responsiveness as virtualisation lets you scaled rapidly because you can deploy desktops, applications and servers quickly and flexibly
- Reduced capital and operating costs due to running fewer servers
- Flexible enough to add or remove members on a PUPM basis

"I have found Sprout's IT maintenance and installation service to be both responsive and pro-active, often informing me of problems I didn't know we had. Importantly, Sprout also provided us with timely solutions. We are able to connect securely to the same dedicated desktop applications and services whether in chambers, in court, or at home."

John Irving, Director of Operations

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