

AXCIENT BUSINESS RECOVERY CLOUD ELIMINATES DOWNTIME FOR WLSC DURING HURRICANE IRMA

Partner Success Story

Axcient

Walton Lantaff Schroeder & Carson, LLP, (WLSC) a law firm in Miami, FL has been in business over 80 years serving clients all across the state of Florida. For overall IT management and support, WLSC trusts DataTrends Technology Corporation, an IT solutions company that has been providing managed IT services for over 25 years.

“ While other firms in Miami were shut out of their offices for a week, Walton’s office simply turned virtual and business was conducted as usual - no deadlines missed, no filings missed, no fines incurred!
- Vinod Hiranandani, WLSC Controller

BUSINESS HALTED BY HURRICANE IRMA

WLSC chose to leverage Axcient as their Business Continuity, Disaster Recovery provider over five years ago when they realized the importance of implementing a simple, yet reliable disaster recovery solution. It was not until the morning of September 10th, 2017 when Hurricane Irma made landfall in Miami, FL that they understood how important this decision was to the entirety of their business. Each WLSC branch office across the state of Florida relies on the main Miami office’s computer systems as the central repository for their electronic files and shared cases – all of which were located in the direct path of Hurricane Irma.

Many areas within the HQ office suffered significant damage from the storm, leaving the building tenants without power or access to the building until it was fully inspected and deemed safe – this took five business days to complete. Despite many WLSC offices having little or no direct physical damage from the storm, this event impacted their entire practice of over 100 employees state-wide.

“ Knowing that the hurricane would hit Florida, we pre-tested the cloud site again, the day before it hit, so we knew it was ready if it was needed!

- Scott D. Fossett, President of API



THE PROBLEM:

- WLSC headquarters hit by Hurricane Irma
- HQ building lost power and access for five days
- The entire business was affected statewide

THE SOLUTION:

- Axcient Business Recovery Cloud
- WLSC utilized the Axcient solution for a complete office failover during this event

THE BENEFIT:

- Self-Service Testing
- No Disaster Declaration Fees
- Best in Class Support
- Immediate access to data and applications during server outages



LEVERAGED THE AXCIENT BUSINESS RECOVERY CLOUD

This was the first time WLSC had to leverage the Axcient solution for a full office failover. As their trusted partner in IT solutions, DataTrends tested WLSC's disaster recovery cloud site in preparation for Hurricane Irma's arrival. "Knowing that the hurricane would hit Florida, we pre-tested the cloud site again, the day before it hit, so we knew it was ready if it was needed!", Kevin Dunn, Founding Partner at DataTrends. The WLSC cloud site was quickly activated when business operations became comprised and users were instantly able to login. With real-time Axcient support at the helm, DataTrends was able to modify any workflow issues to ensure all WLSC representatives could meet legal deadlines and continue with business as usual.

GETTING BACK TO BUSINESS

In the legal industry, and more specifically at WLSC, hundreds of cases are managed by the firm's Case Management system - the business simply cannot be efficiently managed without it.

“With power restored to the Miami office, we were able to push the changes back to the Axcient appliance on site and restore all of the servers in the home office with the changes from the cloud site that had taken place all week long. While other firms in Miami were shut out of their offices for a week, Walton's office simply turned virtual and business was conducted as usual – no deadlines missed, no filings missed, no fines incurred!”

“Although this was the first time our firm had to execute the Axcient DR plan, which has been in place for many years now, the firm was able to seamlessly access the stored data and work remotely from other sites where power was quickly restored. The second phase of the project which was to merge the new activity with the data on the server also worked flawlessly and quickly. I am glad our team was prepared.”

- Vinod Hiranandani, WLSC Controller



ABOUT AXCIENT:

The Axcient Business Availability suite is the proven business continuity and cloud migration solution for Managed Service Providers (MSPs). The Axcient Business Availability suite includes Replibit, BRC, CloudFinder, Anchor, Fusion, and the Axcient Cloud. MSPs and their clients depend on us to protect their data and ensure business continuity in the event of security breaches, human error, and natural disasters. Our focus on partner experience has resulted in more than 3,000 MSP customers throughout the US, Europe and Australia.

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