

Kaufman Miller & McAndrew LLP

Kaufman Miller & McAndrew LLP Spends 67 Percent Less Time Managing Emails During Failover Events, Thanks to Veritas™ Enterprise Vault.cloud

Partners and employees at law firm Kaufman Miller & McAndrew LLP require immediate access to email, 24x7. That’s why the firm implemented Veritas™ Enterprise Vault.cloud. Rollout took only 15 minutes of staff time, and ongoing maintenance takes none at all. Since deployment, 100 percent of Exchange server failures have resulted in successful failover to Enterprise Vault.cloud. And the ability to not only read new and archived messages, but also respond to them and write new emails from within the Web portal, means that managing emails during a failover event takes partners and employees 67 percent less time.



KAUFMAN MILLER & McANDREW LLP
ATTORNEYS AT LAW

ORGANIZATION PROFILE

Site: www.kmmlp.com/

Industry: Legal

Headquarters: Encino, Calif.

Employees: 11

KEY CHALLENGES

Law firm Kaufman Miller & McAndrew LLP needed a failover solution that would ensure Microsoft Exchange Server availability at all times, but would not require staff time for administration or maintenance.

SOLUTION

Deployment of Veritas™ Enterprise Vault.cloud took only 15 minutes of staff time. Now if the Exchange server fails, partners, associates, and staff can instantaneously read and respond to both new and archived messages through the Enterprise Vault.cloud portal.

BENEFITS

- 100% failover success rate brings “complete peace of mind”
- 67% less time spent managing emails during Exchange server failure
- 15 minutes of staff time required for rollout
- No staff time required for ongoing maintenance
- Deployed in 4 days, total

‘Disastrous’ downtime

Most businesses rely on email to some degree. But uninterrupted access is truly mission-critical for the partners and employees at Kaufman Miller & McAndrew LLP, a California law firm that focuses on business litigation, employment, and real estate law.

“We’re constantly receiving time-sensitive emails,” says Mitchell Kaufman, a partner with the firm. “If our email server goes down for any period of time, we might miss out on responding to our clients in a timely manner, or responding to the court. A slow response might also cause us to miss out on a new client.”

Several years ago, the firm’s Microsoft Exchange Server experienced a massive failure. “The server was down for about a week, and it was disastrous,” Kaufman says.

The firm set up a workaround: Employees could review archived emails on a portal to the backup server, and they could see new messages through a different Web-based system. But when they wanted to respond to any of those messages, they had to log into backup Gmail accounts created for this purpose. “If we wanted to reply to an email with context, we would have to copy and paste from one system to the other,” Kaufman says. “It was a tremendous effort, and our clients were receiving our emails from a non-domained email address.”

“With Enterprise Vault Mailbox Continuity.cloud, we know that we haven’t missed any messages that might have a financial impact, or a time impact, on our firm. And that makes this solution a no-brainer.”

Mitchell Kaufman

Partner

Kaufman Miller & McAndrew LLP

In response to the server failure, Kaufman Miller & McAndrew LLP migrated its entire IT infrastructure to a virtual environment running on VMware. For failover of the Exchange server, the firm implemented McAfee MX Logic.

This solution worked fine until Intel Security announced the end of life for the McAfee email security solutions. “MX Logic started getting less and less effective after the end-of-life announcement,” Kaufman says.

15-minute rollout

To minimize the chance that Kaufman Miller & McAndrew LLP would ever experience downtime of its email server, the firm shopped for a replacement. The search did not take long.

“We had worked with Veritas in the past, and they were the obvious choice for our email server failover,” Kaufman says. “Some software vendors have so many issues that you’re constantly having to update and tweak their products. In our experience, Veritas software has always just worked. You set it and forget it. There was no reason for us to even look anywhere else.”

The firm decided to implement Veritas Enterprise Vault.cloud with the Enterprise Vault Mailbox Continuity.cloud add-on. Kaufman expected the deployment to go smoothly; still, he was surprised by the process. He was prepared for implementation to take a few weeks. The Veritas team worked for four days on the back end, then a representative called him.

“He was calling to introduce himself,” Kaufman says. “Everything was already set up on the Veritas side, so I suggested we finish the implementation right then. By the end of that first 15-minute phone call, we were live, everything was working, and we could see that it was monitoring emails within seconds of going live.”

Air-tight failover, and much more

Now all email messages coming into the Exchange server at Kaufman Miller & McAndrew LLP are automatically archived in Enterprise Vault Mailbox Continuity.cloud, where they’re stored for 90 days. If the Exchange server fails, incoming messages immediately begin to be delivered to end users’ personal archives, which are accessible via Web browser.

In the Enterprise Vault.cloud portal, the firm’s partners and employees can access both new messages that come in during the outage and all archived messages from the past 90 days. In addition, they can reply to any of those messages, forward those messages, and generate new email messages directly from the portal. When the Exchange server comes back online, Enterprise Vault.cloud automatically transfers all messages sent or received during the outage back onto the Exchange server and into the appropriate users’ mailboxes.

“The ability to write and respond to emails from Enterprise Vault.cloud is great,” Kaufman says. “With our legacy solution, we could review emails, but we had to use a personal email account to respond to them. The portal looks and functions like the Outlook webmail interface that we use to log in remotely.”

SOLUTIONS

- Veritas™ Enterprise Vault.cloud
- Veritas™ Enterprise Vault Mailbox Continuity.cloud



Ultimately, Kaufman says, Enterprise Vault.cloud gives him “complete peace of mind.”

He adds: “As a firm, we are very concerned about having access to our email, no matter what. And with Enterprise Vault Mailbox Continuity.cloud, we know that we haven’t missed any messages that might have a financial impact, or a time impact, on our firm. We don’t have to worry about that. And that makes this solution a no-brainer.”

For more information

Please contact your local Veritas Sales Representative or Business Partner, or visit:

[Veritas Enterprise Vault.cloud](#)

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Partner

Kaufman Miller & McAndrew LLP

Kaufman estimates that being able to respond directly from within the email-archive portal reduces by two-thirds the amount of time that it takes for the firm’s partners and employees to manage their email in the event of a server outage.

Complete peace of mind

Since implementing Enterprise Vault.cloud, Kaufman Miller & McAndrew LLP has experienced a couple of power failures that took down its Exchange server.

“In both cases, our email traffic defaulted to the Veritas solution virtually instantaneously,” Kaufman says. “The failures were very short, but those experiences demonstrated that our users will be able to continue to conduct business entirely as usual, even in the event of an Exchange server failure.”