Corporate Case Study –

"We support a large number of employees across offices around the U.S., so it's critical for our IT infrastructure to always be accessible and 100% available. With NYI's infrastructure and managed services, we are now able to adapt more quickly and serve the varied requirements of our client base and ultimately support our future growth and expansion plans."

— CTO for national data technology consulting firm operating in the global legal technology and compliance space.

The Opportunity

Legal departments and law firms today are challenged with protecting and managing massive amounts of data. Flooded with information and various forms of content, legal departments must have reliable and secure ways to manage, store and access their critical data. Legal services firms have no small task as they must constantly deliver more value, develop new ways to streamline processes, improve efficiency, keeping clients happy and maintain confidentiality—all while controlling costs.

One such e-discovery firm in the legal services and management space, offers the full spectrum of litigation support. Tasked with document management for law firms of all sizes across the U.S., this e-discovery firm needed a data center solution to house all of its client's data. It goes without saying that security was also paramount.

Managing its IT and data infrastructure in-house for years, this e-discovery firm started realizing that the cost and complexities involved kept soaring. Costs and resources to support the physical security, as well as environmental systems such as cooling, power and back up generators were high. The company knew that they had to consider other viable options and started touring colocation facilities in the NY/NJ area with hopes of outsourcing their data center and entrusting that burden to an outside partner.

One of the e-discovery firm's key requirements was that the chosen facility not only be extremely secure, but also be in close proximity to New York City. Many of its clients require that their data reside in their own state. It is essential that they always have quick access to their data, and be able to process it quickly, as well as manage all of it locally. Time is of the essence in the legal industry and lawyers and their aides must be able to rapidly retrieve their work product via a secure and encrypted connection.

The Solution

With its sophisticated and innovative systems and services, the e-discovery firm prides itself on utilizing proven technologies and staying on the forefront of innovation. They found a partner with the same philosophy in NYI. With NYI, the e-discovery firm found a highly secure data center provider to host all of its processing services and serve as a repository and back up for their clients' data.

NYI customized a colocation and managed services solution for the e-discovery firm within its downtown New York data center located at 100 Williams St. Positioned in the heart of the financial district just around the corner from Wall Street, NYI's New York data center spans more than 30,000 sq. ft. and has redundant power, cooling and security infrastructure for the highest reliability and uptime performance. As with most companies today, adhering to compliance regulations was also essential to the e-discovery firm. NYI's facilities are all SSAE-16 compliant and HIPAA and PCI certified.

"NYI's SSAE-16 designation was a key part of our decision making, as audits are a necessary part of our industry and gives us the confidence that they maintain transparency, meet rigorous standards and make continuous improvements a priority. NYI's team has made this often time-consuming process less cumbersome as they have full compliance reports ready to go. When asked, we just pass these reports on to our clients and have never had a complaint. This has been a big timesaver and a real cost savings to us. Clients demand it and therefore we have to have it."

The Results

The e-discovery's firm overall solution included colocation and managed services. The managed firewall component was essential as the firm was required to have a certified professional monitoring the security of system. As part of the managed solution, NYI's team provides 24x7 observation with implementation of configuration changes and updates, prompt identification of potential threats and real-time execution of immediate counteractive measures to prevent threats from breaching the security perimeter. In addition, the e-discovery firm established a secure SSL connection into its servers located at NYI's data center. The firm also established dedicated circuits to serve as failover and back up from their other office locations.

"Working with NYI has lessened the IT burden on our department. Their support team is very professional and knowledgeable - and always quick to respond to anything we need. We are very pleased with their level of expertise and know we are getting top notch support and services, all at a reasonable price point."

"We support a large number of employees across offices around the U.S., so it's critical for our IT infrastructure to always be accessible and 100% available," comments CTO of E-discovery firm. "With NYI's infrastructure and managed services, we are now able to adapt more quickly and serve the varied requirements of our client base and ultimately support our future growth and expansion plans."

NYI supports all types of legal services firms including firms that handle litigation support, project management, data analytics and document management. Priding itself on its

owner/operator model, NYI has direct access to all of its systems and environmentals, unlike other data centers in the NY/NJ metro area. This allows its team of experts to be truly accountable and have the control needed to get things done. NYI's backs this up with a 100% uptime guarantee, so clients know their critical data and systems are always up and running.

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About NYI

At NYI, we understand you're important and so is your business. Our approach is simple, effective and unique in our marketplace. We look beyond our world-class data centers and focus on supporting customer growth and success acting as a genuine extension of your IT team. Since 1996, NYI has provided customers with fully managed, customized infrastructure solutions built to suit specific business and mission critical IT needs. NYI looks beyond its world-class data centers and focuses on supporting customer growth and success, acting as a genuine extension of its customers' IT teams. Customers view NYI as a true partner.

Colocation - Cloud - Hybrid - Managed Services - Disaster Recovery

NYI is SSAE 16, PCI and HIPAA-compliant. For more information, visit www.nyi.net; call (800) 288-7387; or follow the company on [Twitter](http://twitter.com) and [LinkedIn](http://linkedin.com).