

Davis & Gilbert Fails Over to **Acronis** Disaster Recovery in Five Minutes

Acronis Provides Instantaneous Business Continuity During Unexpected Outage of a Business Critical System

BACKGROUND

Davis & Gilbert LLP is a full-service law firm based in New York City. Founded over a century ago, the firm has practices focusing on advertising and marketing, benefits and compensation, corporate and middle market M&A, financial services, intellectual property, labor and employment, litigation, private client services, real estate, and tax.

Widely regarded as the #1 law firm for the marketing communications industry, Davis & Gilbert provides its clients with real value added legal services based on their expertise and experience. It is a firm that understands its clients and knows where they are going, focusing on the clients' business, not on the "profit per partner."

DISASTER RECOVERY EXPERIENCE

Understanding the importance of applying software security patches in a timely manner, Davis & Gilbert schedules regular network maintenance windows to keep its systems up to date. Occasionally, a problem occurs and the applied patches conflict with other software and fail to install properly, making the system inoperative. This was a critical situation, triggering the failover process to on-premises or cloud-based Acronis Disaster Recovery infrastructure.

Recently, Davis & Gilbert encountered a problem when running a standard security update on a Windows machine. The update failed to complete because of incompatibility issues with the software installed on the server. In this particular case, the system rollback

INDUSTRY

Legal Services

PROTECTED RESOURCES

- VMware servers, hosted on-premises
- Citrix for remote access
- Microsoft Exchange server
- iManage Document Management
- Accounting and billing software
- 250+ users, including more than 110 attorneys

ACRONIS DISASTER RECOVERY SERVICE RESOURCES

- 2 x Acronis Disaster Recovery Local Cloud Appliances providing protection for more than 20 servers with over 21TB of data
- Data replication from Acronis Local Cloud Appliances to the Acronis Cloud for business continuity in the case of a disaster

could not be used because the update process had damaged a number of system files. The server failed to boot.

Dealing with the situation, the system administrator decided to fail over this server to a local instance of Acronis Disaster Recovery. This gave the system administrator sufficient time to resolve the issues with the primary server, while users continued to work from the Acronis Disaster Recovery instance, without any reported performance degradation or data loss.

Davis & Gilbert also uses Acronis Disaster Recovery for minor data loss events to recover accidentally deleted files and folders when the need arises.

FAILOVER RTO

Davis & Gilbert performs scheduled system maintenance jobs with an expected downtime of no longer than four hours. Even when things go wrong, Acronis Disaster Recovery helps Davis & Gilbert to stay within that window.

The company has clear RPO and RTO goals taking into account the time it takes to bring the system back up with the help of Acronis Disaster Recovery. Overall, the entire failover process took less than 20 minutes from the time the decision was made to the failover systems being up and running. The actual system switchover from the primary server to Acronis Disaster Recovery took less than five minutes.

"It's very consistent," said Michael Salvato, CIO at Davis and Gilbert. "When the server goes down, we're very confident in our ability to recover."

THE COST OF THE DOWNTIME

For Davis & Gilbert, the cost of unscheduled downtime is very high. With more than 125 attorneys billing for their time, one or two hours of unscheduled downtime can have a very costly effect on the firm.

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**Michael Salvato,
CIO**

"I always loved the Acronis Management Console. It's makes it very easy to see. You can manage and view your entire environment in single pane of glass. You can recover very easily — it's intuitive. Someone who is not familiar with the system can learn it in just a few minutes. It doesn't take much to figure out how to work the system. The time to learn the product is minimal. This is an absolutely good investment, I absolutely recommend it!"

ABOUT ACRONIS

Acronis sets the standard for [cyber protection](#) and [hybrid cloud storage](#) through its innovative [backup](#), [anti-ransomware](#), [disaster recovery](#), [storage](#), and [enterprise file sync and share solutions](#). Enhanced by [AI-based Active Protection technology](#), [blockchain-based authentication](#) and a unique [hybrid-cloud architecture](#), Acronis protects all data in any environment, including physical, virtual, cloud, mobile workloads and applications.

[Founded in Singapore in 2003](#), today the company is trusted by more than 5 million consumers and 500,000 businesses worldwide, including [79 of the top 100 most valuable brands](#).