

# Bird & Bird Case Study

## Safe Pair of Hands: Upgrades and Migration without Downtime or Disruption

How bluesource became the 'Support Partner of Choice' for leading law firm, Bird & Bird

As one of the industry's leading international law firms, Bird & Bird recognize the need to keep pace with both changing legislation and best practice around the email storage and retrieval systems that have now become the de-facto corporate data repository for many organisations worldwide.

Bird & Bird relies almost entirely upon email messaging and internet access for communication. With offices in the UK and Europe, and an international presence across Asia, Bird & Bird's origins date back to 1846. Today, the firm works with some of the world's most innovative and technologically advanced companies that depend on cutting-edge legal advice to realise their business goals.

Faced with the ever increasing threat of employee indiscretion, private exploitation and viral sabotage, the firm opted for investment in a state of the art scalable messaging platform and adoption of a realistic communication policy. However, rather than simply basing its messaging strategy on technology alone, Bird & Bird has put a robust support system in place to ensure its global business is properly supported at all times.

Bird & Bird has been a long standing client of bluesource since 2003 when it upgraded its messaging strategy. The firm currently runs Symantec Vault for its email retention, EMC storage, HP servers and desktops, as well as MessageLabs for spam management. But the firm wanted consultancy experience at its finger tips, not just hardware and software in place. Renowned for its consultancy skills and experience in Microsoft Exchange environments, bluesource has worked closely with Bird & Bird, providing specialist skills for migration support, knowledge transfer as well as ongoing enhanced support for the firm's overall messaging systems.

### Safe Upgrades and Migrations with Zero Downtime or Business Disruption

At the end of 2003, bluesource helped Bird & Bird to successfully upgrade their messaging environment to Microsoft Exchange 2003.

“

bluesource is an instrumental part of our messaging strategy and supporting our ongoing requirements,” said Jon Spencer, Infrastructure Manager for Bird & Bird. “We selected bluesource for help in our upgrades and migration, as well as our ongoing support. They provided outstanding support when we upgraded to Microsoft Exchange 2003. In doing so, bluesource helped us to enhance our security, OWA features and scalability in line with our server consolidation objectives to reduce demand on the network, reduce caching and ease network load. I personally worked closely with the bluesource team, who provided a significant amount of knowledge transfer for the UK part of this project. bluesource implemented the upgrades to our London and Stockholm offices, and I then implemented the upgrades across the rest of our European and Asian offices. We migrated 900 mailboxes in total with zero downtime / zero disruption to the business.

”



Bird & Bird has adopted bluesource's Enhanced Support Service for Symantec Enterprise Vault, which provides enhanced levels of cover over and above the support that a client would normally expect to receive from their vendor. Calls are answered directly by Symantec qualified engineers who have experience in all the messaging related technologies rather than just a small skill set, engineers are dispatched to site if required. The result is higher level of service (managed through Service Level Agreements) these enable bluesource to ensure that Bird & Bird's turnaround time, from inception to resolution, is minimised.

### **bluesource – Support Partner of Choice**

bluesource's expertise and experience helps to reduce the impact of a problem being experienced on a client site by diagnosing and fixing it quickly and professionally. To ensure the smooth running of a client's services, bluesource also provides an annual health check as part of its Enhanced Support Service to identify remedial areas that need attention and ensure that proactive measures can be taken to eliminate problems before they occur.

"bluesource's Enhanced Support Service provides us with a level of assurance and confidence in the technologies we are using, and unlike many of the vendors who are primarily focused on selling software, bluesource is incredibly responsive in supporting us and providing knowledge transfer when required," added Karen Jacks, Head of IT and recently named IT Director of the Year for legal SMEs by the legal industry. "They are now our support partner of choice."

Throughout 2006 and 2007, Bird & Bird subsequently went through additional technology upgrades with bluesource's support, successfully transitioning to the latest software versions without any disruption to business as usual. The firm is currently looking at a global rollout of additional messaging products for its front office staff across Europe.

Bird & Bird have recently migrated its server hardware and storage platform to a data centre as part of its business continuity and disaster recovery plan to provide additional resilience to its Exchange system.



We're considering upgrading our level of support with bluesource to its NightW@tch Support, which will provide us with global 24x7 support for our off site data centre as part of our disaster recovery and business contingency plans," added Spencer. "bluesource has played an invaluable role in ensuring we provide a robust communications infrastructure for our employees and our clients."

Moving forward, Bird & Bird will also be considering a SharePoint migration later in 2008, which would require additional support. "bluesource has a proven focus on areas that are key to supporting the business," concluded Jacks. "Each time we work with them on another project, they consistently deliver on time and on budget. They are able to maintain consistent and continuous high quality service through both the quiet periods and the periods of peak activity. This gives us peace of mind and a failsafe user environment to better support our business and ultimately better support our clients."



**bluesource** Information Ltd.  
122 Tooley Street,  
London SE1 2TU  
**Helpdesk** +44 (0) 207 940 6210  
**Telephone** +44 (0) 207 940 6200  
**email** info@bluesource.co.uk  
**web** www.bluesource.co.uk