

With help from Vital Support Systems, Case & Roberts, PC upgraded their IT system to meet all of their necessary practice, federal, and global requirements, including higher accessibility for better performance and client satisfaction, as well as greater storage capacities to accommodate future growth.



**Vital was able to deliver from the beginning of our relationship through present, and has acted as our trusted advisor. Their knowledge and expertise was evident when we first started looking for a solution that would take us to a new level of client and end user satisfaction. We look forward to continue to work with them.”** John Travers, Controller/Operations Manager—Case & Roberts, PC.

## Company Overview

Case & Roberts, PC is a leading litigation firm that represents a number of large clients. This firm of experienced trial attorneys engages in the prosecution and defense of civil cases in state and federal courts throughout Kansas and Missouri.

The firm also maintains an active trial practice in Columbia, Jefferson City, Hays, Kansas City, Olathe, Springfield, St. Louis, Topeka and Wichita.

## Challenges

Over the past few years, Case & Roberts, PC's client base has grown and these clients' litigation needs have increased exponentially. The IT team at Case & Roberts, PC identified a need to upgrade their infrastructure to accommodate the increasing demands on data storage and accessibility. They also needed the infrastructure to support these needs in an efficient manner. However, as response-time has also become a crucial selling point for litigators, Case & Roberts, PC wanted to make sure this new system performed efficiently and reliably, with virtually no downtime for their lawyers and staff as they worked with clients.

In addition, Case & Roberts, PC wanted to deploy a solution that complied with federal regulations that they, on their part, advise their clients to follow as well. Moreover, in order to stand out to multinational clients, such as leading insurance companies, they needed to offer the best in class technologies in order to demonstrate how Case & Roberts, PC would be able to exceed client expectations.

## Solution Snapshot

### Hardware

- HP ProLiant 360 Servers
- HP EVA SANS Storage 4400

### Software

- Microsoft Hyper-V Server
- Microsoft Exchange Server
- Microsoft SQL Server

### Vital Support Systems' Services

- Consulting and installation services

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## Objectives

- Implement new flexible storage system that accommodates current data needs and positions the firm for future growth
- Deploy a virtualization solution to maximize flexibility, reduce hardware and associated maintenance, power, cooling and licensing costs while eliminating the risk of downtime in the event of an issue or server crash
- “Server maintenance can be time consuming and counter-productive. Our HP solution with Microsoft Hyper-V allows maintenance to be done seamlessly with little to no downtime,” Travers states.
- Comply with all federal regulations and provide high-class IT systems to support litigation for multinational clients

## Approach

- Work with Vital Support Systems, from architectural design through implementation and support of a new HP and Microsoft virtual solution that meet storage needs, client satisfaction levels, and that works in conjunction with the firm's litigation software.
- Utilize HP EVA Storage technology to store the increasing quantities of data, taking up only 2 of the 9 possible data shelves that can be employed in the future
- Purchase Microsoft Hyper-V Server to consolidate and virtualize their servers, ensuring constant availability and connection for all end users regardless of any server issues.
- “HP and Microsoft are positioned very strongly with this solution. They simply understand what their customers are facing. And the Hyper-V solution really speaks to the business needs of their customers, particularly for us in the legal profession. In addition, Vital is a key, trusted partner helping us define our long-term strategic needs, and determining which specific products would be a good fit for us,” John Travers—Controller/Operations Manager—Case & Roberts, PC.

## Impact

### Business Improvements:

- Virtualizing enhanced performance resulting in faster response time to end users and reducing hours of downtime.
- Litigators and clients alike have commented on the noticeable difference in response time, a crucial point for client satisfaction in the legal arena
- Have seen an actual increase in revenue due to faster response times.
- They have gained the storage capacity that will grow with them in years to come, instead of needing to update it every few years

### IT Improvements:

- Reduced maintenance on systems by at least 50%
- Increased IT productivity significantly, as the team did not have to consistently upgrade physical servers or fix problems

Elite Partner



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