



CLIFFORD CHANCE

SUCCESS STORY

C L I F F O R D C H A N C E

COMPANY

NAME: Clifford Chance

LOCATION: London, England

INDUSTRY: Legal

PRODUCTS AND SERVICES: one of the world's leading law firms

REVENUE: n/a

EMPLOYEES: 3800 legal advisors across 27 offices and 20 countries

WEBSITE: www.cliffordchance.com

“nlyte has significantly improved our operations by providing consistent, managed and validated information on all of the materials, assets and equipment within each of our data centers. Among other benefits, this intelligent view allows us to better plan for any changes and helps us to avoid reinventing the wheel by reproducing processes or scenarios.”

Tim Bennett, Clifford Chance

BUSINESS CHALLENGE

- Increasing data centre complexity
- 20 to 30 server installations happening each month
- Existing spreadsheet reporting system proving timely
- Rapid increase in emails and legal documents
- Costly rate of data centre space in London—needed to ensure efficient utilization of space
- Solutions and Services
- nlyte Data Center Performance Management (DCPM) suite
- Management of 1086 servers in two London-based data centers

WHY nlyte SOFTWARE

- Enhanced user flexibility and responsiveness in the two London-based data centers
- Dramatically simplified data center management and reporting

BENEFITS

- Production of monthly report reduced from three days to half a day
- Quicker installation, optimization and maintenance of servers
- Better understanding of assets and performance
- Elimination of complex procedures such as HVAC reporting
- Opportunity for accurate scenario planning Consolidated view of all data center sites
- Validated database
- Fewer servers and processes
- Enhanced compliance with firmwide green objectives

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BACKGROUND

Information technology has transformed the legal sector, enabling an industry that has historically relied on paper based processes to achieve new levels of productivity and competitiveness in a global marketplace. However, as volumes of emails and legal documents continue to grow at an exponential rate, so have the pressures on the data center. These challenges have been magnified by a number of growing issues in the sector including compliance, technology advancements, increases in power consumption and the green IT agenda.

Clifford Chance is a leading law firm, employing 3,800 legal advisors across 27 offices and 20 countries. As a result of the increasing challenges and industry issues facing the legal sector, Clifford Chance recognized the need for an intelligent data center management service which could enhance the management of its two London based data centers. With this in mind, the company chose to approach nlyte Software through a non-competitive pitch.

BUSINESS CHALLENGE

Clifford Chance hosts data centers across the globe, running up to 12,000 servers. In London alone, Clifford Chance has two data center sites for disaster recovery and data storage. In November 2007, these sites were hosting over 1,000 servers. Although, the firm had experienced no significant problems throughout each of these data centers, what Tim Bennett, Network Operations Manager at Clifford Chance felt could be improved, was gaining a consolidated view of both sites.

Previously, for example, locating a server or cable and understanding the impact of changing this in any way, would involve going through numerous spreadsheets, taking a number of days and many man hours. This complexity was also increasing by the day, with up to 20–30 servers being deployed within each of the data centers every month.

Preparing lengthy reports for auditing and management purposes was also proving a timely task, with employees spending up to three days every month preparing these documents. Tim Bennett, explains: “Our data centers had become increasingly complex environments and spreadsheets were proving a less efficient and more timely method of recording data. As a result, we were facing a growing number of challenges from making decisions based on this method, including increasing power consumption, increased risk of

equipment overheating. Ultimately, we were looking for a solution that could review and automate all of our data center assets, while providing real-time knowledge on performance.”

RESULTS

Implementing the nlyte solution immediately addressed these requirements. Based on a webenabled application, nlyte now provides Clifford Chance with a better understanding of what is happening across every element of its data centers—from the physical rooms and infrastructure to virtual environments. By tracking assets in this way, Clifford Chance can now easily search for equipment within the data center and identify any inefficiencies and problems before they happen.

“The intelligence within the nlyte solution is pivotal in ensuring Clifford Chance can run its data centers to maximum efficiency and that they are ultimately environmentally conscious and commercially beneficial.”

Simon Webster, nlyte Software VP and GM of EMEA Operations

The preparation of the monthly auditing and management reports has also been reduced. nlyte now provides Clifford Chance with automated data center capacity reports, which include graphical details on primary resource utilization factors such as heat, cooling, power and equipment space. The reports also track changes over time for historical analysis, provide forecasts calculated against limiting thresholds, and monitors overall capacity to calculate ‘fill’ dates. An additional benefit of the nlyte implementation at Clifford Chance has been in area of scenario planning. Clifford Chance now has the capability to manage hardware, capacity, power, cooling, networking and space, while at the same time, proactively planning for future decisions and managing the deployment of new equipment.

“This helps us to better judge the impact of our operational decisions” explains Tim Bennett “For example, if we want to identify which server is connected to which power and communications feed, and understand where it is backed up, we can understand the full impact on commissioning or decommissioning equipment from a power, reliability and cooling viewpoint.”