



Eide Bailly Technology Consulting

Infrastructure Services Case Study

Client

Vogel Law Firm

Location

North Dakota

Industry

Legal

Eide Bailly Services

- Technology Planning
- Software Solution Selection
- Service Center Support
- Virtualization
- Business Continuity
- Disaster Recovery

What Our Client Says

“The breadth of services and expertise available at Eide Bailly Technology Consulting is great; from the service center to procurement to working with the engineering staff, we’re able to call on professionals who each understand our specific needs.”

*~ Dale Holland,
Vogel Law Firm*

Client Profile

With offices in Fargo, Moorhead and Bismarck, Vogel Law Firm offers sophisticated legal representation to businesses and individuals throughout North Dakota, northwestern Minnesota, South Dakota and Montana. They are the largest law firm in northwestern Minnesota and North Dakota, employ more than 100 people, and serve a diverse group of clients in matters ranging from sophisticated commercial transactions to criminal law defense and family law.

Situation

Our client was looking to modernize and move toward an enterprise-level infrastructure after becoming large enough to experience “growing pains.” The implementation of a new core software and outdated document management system was putting a strain on all aspects of their current network, both internally and externally.

Solution

Our team developed a three-year plan to fit the needs of the law firm. In the first year, the plan began with stabilizing the current environment and providing a feasible backup solution. All computers were replaced or upgraded, core software was upgraded, office suite software was selected, the document management system (DMS) was upgraded (both server and client), core routers were replaced with enterprise-level gear, and an image was developed to speed implementation of workstations and laptops.

We began the second year by virtualizing many of the core servers and services, which provided much-needed business continuity, scalability and vital disaster recovery options for the future. Additionally, a storage area network (SAN) solution in Fargo has been planned, along with the replication to Bismarck. The third year plan involves fully replicating the Fargo branch to Bismarck with a virtual machine replication solution, and provide a cold failover solution accessible from the internet with all relevant data and e-mail to guarantee business continuity in case of a flood or other disaster in the Fargo-Moorhead area.

Results

- Increased productivity, system compatibility and functionality
- Reduced downtime
- Enabled most service calls to be handled remotely
- Increased communication of client needs
- Improved planning for future applications and budgets
- Decreased time spent on backup and recovery issues by 88 percent last year
- Reduced network support hours by 74 percent in 2009
- Decreased the number of troubleshooting hours for systems by 43 percent since upgrade to DMS and to Office 2007

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