

## TILLY BAILEY IRVINE

Riverbed Steelhead Appliances Enable Law Firm to Consolidate its IT Infrastructure and Improve Inter Office Collaboration



### About Tilly Bailey Irvine

Tilly Bailey Irvine (tbi) has been practising law for more than 160 years. The firm employs 180 people across its four offices on Teesside in the north of England. A full service high street legal practice, tbi covers all areas of the law from probate to conveyancing, family law, e-commerce, and intellectual property.

tbi prides itself on a friendly and open approach to client relationships and seeks to provide peace of mind at all times. Always putting the best interest of the client first, the practice stands by long standing relationships and personalized service.

### The Challenge

Consolidate IT Infrastructure While Minimizing Bandwidth Requirements And Optimizing Application Performance

To ensure consistent, manageable and practical client service across the organization, tbi wanted to consolidate its IT infrastructure and turned to Riverbed partner Teneo for assistance. The firm's goals were three-fold: (1) enable better client service by providing high-productivity technology to all lawyers and staff, (2) ease inter office collaboration by centralizing data, and (3) reduce the cost and management

headache associated with remote infrastructure.

Because of the firm's growing reliance on their wide area network (WAN), tbi also aimed to upgrade its network connectivity. Before deploying Riverbed Steelhead appliances, the firm was considering a 10 fold increase in bandwidth expenditure to each office.

The firm knew that migrating localized servers back to the corporate data centre within the head office in Hartlepool would produce some dramatic challenges. Ray Skinner, Head of IT for tbi, recalled

"We knew that consolidating remote office IT would produce benefits for both lawyers and IT staff. Lawyers would have access to more data, and my team would be able to manage the infrastructure much more effectively. But consolidation also creates challenges. Consolidation can severely degrade application performance over the WAN, it can cause a tremendous increase in bandwidth expenditure, and the consolidation process can severely disrupt day to day operations."



"It couldn't have been simpler. The Steelhead appliance really is a plug and play device with no complex installation. It took less than a day to install an appliance in every office - and most of that time was taken up travelling from one site to the next."

Ray Skinner  
Head of IT

### In Brief

#### Industry

- ▶ Law Firm

#### Challenge

- ▶ Consolidate remote office IT
- ▶ Minimize bandwidth requirements
- ▶ Optimize application performance

#### Solution

- ▶ Deployment of Riverbed Steelhead appliances into all four offices

#### Benefits

- ▶ Faster application performance
- ▶ Centralizing IT gave an estimated cost savings of £85,000 per year
- ▶ Minimized bandwidth requirements
- ▶ Lawyers have access to more data

## The Solution

### Steelhead Appliances Overcome Network Limitations

Skinner evaluated the Riverbed Steelhead appliance and decided that it had the capabilities that would help tbi overcome the challenges of consolidation. So before consolidating servers, Skinner also oversaw the installation of the Steelhead appliances in each office.

**"It couldn't have been simpler. The Steelhead appliance really is a plug and play device with no complex installation,"** says Ray. **"It took less than a day to install an appliance in every office – and most of that time was taken up travelling from one site to the next."**

## The Benefits

### Accelerated Applications and Simpler IT Management

Installation of Steelhead appliances in each office enabled tbi to quickly and simply consolidate IT infrastructure and in turn install the Pilgrim practice management system with all applications experiencing improved performance.

The practice management system, which includes case management, document management and accounting functions, is helping to revolutionize the firm's day to day operations. By eliminating time spent on administrative tasks, the system has freed up time for lawyers and their staff to concentrate on their core, billable legal work. It will also enhance customer service: for example the conveyancing department will be able to send text messages direct to customer mobile phones to inform them of key events in the house purchase process, such as completion of local searches or exchange of contracts.

The switchover was seamless, with users actually observing faster access to applications. Employees also quickly began to notice the way in which Steelhead appliances overcome problems caused by latency.

With Riverbed tbi no longer gets Microsoft Outlook error messages because the client is

unable to connect with the server before it times out.

Ray and his team also found that centralizing IT infrastructure has helped to reduce dramatically the amount of time they spend on support activities at each of the firm's four offices.

The practice was also able to make an estimated savings of £85,000 per year by using 2MB links between each branch and head office, as opposed to the 10MB lines it would otherwise have required.

## Summary

Tilly Bailey Irvine is a local law firm based in the north of England with four offices. They wanted to consolidate IT infrastructure which would allow lawyers to access more data. It would also enable the IT team to manage the infrastructure more effectively.

However consolidation also creates challenges such as the degradation of application performance over the WAN and a tremendous increase in bandwidth expenditure.

With Steelheads in place tbi was able to quickly and simply consolidate IT infrastructure and implement the new Pilgrim practice management system. They have minimized the need for expensive bandwidth upgrades and now benefit from increased application performance.

tbi has estimated a saving of £85,000 per year by using 2MB links between each branch and head office, as opposed to the 20MB lines it would otherwise have required.

## About Teneo

Teneo is an Infrastructure Optimization Company that helps customers to understand and improve the way their IT works.

We do this by providing solutions in the areas of Management, Performance and Virtualization.

Teneo has over 1000 customers across 40 countries and offers a portfolio of services that includes Training, Installation, Maintenance and Performance Analysis Consultancy.

www.teneo.net

## About Riverbed

Riverbed's leading WAN Optimization solutions give organizations an order of magnitude increase in the performance of their network, application, and storage infrastructure.

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