

CUSTOMER STORY

ROOM TO GROW

Eversheds Sutherland boosts productivity and agility with private cloud designed and managed by Computacenter

SERVICES

- Hybrid Cloud
- Hyper Converged Infrastructure
- Server and Storage
- Network
- Client Computing

USER EXPERIENCE

- Improved access to information
- Enhanced agility and mobility
- Improved user productivity

BUSINESS IMPACT

- Supports digitalisation
 - Boosts business agility
 - Reduces costs
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OBJECTIVE

To deliver innovative and consistent legal services, Eversheds Sutherland needs to ensure its employees and clients can access the right information at the right time. To achieve this objective and its digitalisation ambitions, the law firm needed to refresh its ageing and complex infrastructure with an environment that would deliver greater agility and resilience.

SOLUTION

Eversheds Sutherland worked with Computacenter's experts to design and deploy a private cloud that supports 4,000 users around the globe. The environment is hosted off-premise in a Computacenter datacenter and monitored 24x7 by its capacity and service management teams to ensure maximum availability and scalability.

OUTCOME

Lawyers can now access information more easily, which enables them to focus more time on delighting clients. With additional capacity available on demand, Eversheds Sutherland can provision new digital and client services more quickly, which helps to boost competitive advantage.



ABOUT EVERSHEDS SUTHERLAND

Eversheds Sutherland provides legal advice to clients all over the world. From acquisitions and real estate transactions to intellectual property and litigation, its 4,000 employees provide innovative and quality solutions to businesses in 32 countries.

OBJECTIVE

Access to the right information at the right time for clients and lawyers

To deliver consistent services, Eversheds Sutherland needs to ensure its people and clients have access to the right information at the right time. "People associate law firms with folders and filing cabinets," says Andrew McManus, IT Director at Eversheds Sutherland. "As part of our digital transformation, we are pioneering a completely new approach that will enable us to share and store information easily and securely."

To achieve its digitalisation and data ambitions, Eversheds Sutherland needs scalable and flexible systems both in the datacenter racks and on users' desks. "Our lawyers work in a very agile, even iterative way with our clients," explains McManus. "We need to ensure our systems can respond to that demand, which means the IT team needs to work at speed and at scale."

Maximising capacity, minimising complexity

For Eversheds Sutherland, moving to private and public cloud services is a key part of achieving this agility. "By embracing a hybrid cloud approach, we can ensure that our IT infrastructure is primed to grow with the business and evolve with our clients needs," explains McManus. "We can also uphold robust security controls without having to buy, build or maintain systems in-house."

Replacing its complex and ageing datacenter set-up was an important first step. "Our existing infrastructure needed to be refreshed to provide greater resilience and scalability," says McManus. "We recognised that moving to a private cloud would provide us with a one-stop-shop that we could trust."

SOLUTION

Boosting agility and reliability with scalable private cloud

Eversheds Sutherland has been working with IT partner Computacenter for more than 10 years. "When clients demand something new, we tend to turn to Computacenter first," adds McManus. "It has a lot of experts and commits to specific outcomes."

McManus and his team worked closely with Computacenter's technical architects and commercial team to design a private cloud that met its expectations for agility, service quality and scalability without exceeding its budget. "We needed a much more bespoke solution than initially anticipated," says McManus. "Computacenter is really good at listening and identifying and implementing solutions that fit your business and users."

Hosted in Computacenter's Tier IV datacenter in Romford, the environment provides 4,000 users around the globe with secure and reliable access to a range of critical financial, legal and operational workloads.

The environment is managed 24x7 by Computacenter's Infrastructure Operations team, as Julian Wase, Group Managed Services Director explains: "Our dedicated capacity and service management teams ensure that the private cloud meets Eversheds Sutherland's availability, interoperability and scalability needs as they evolve. We match the private cloud's architecture to future business goals to ensure there's always room for the next workload or digital service."



By working with Computacenter, we can understand the art of the possible and how we can best make digital work for us.

Andrew McManus,
IT Director,
Eversheds Sutherland



As part of the private cloud implementation, Computacenter also helped Eversheds Sutherland establish a devtest portal to enable the dynamic provisioning and management of environments to support new client and digital initiatives.

The private cloud, which is founded on a Vxblock system, Cisco switches, Veeam and Data Domain backup solutions, and Citrix load balancers, will eventually replace around 600 legacy servers. "With Computacenter provisioning and managing our infrastructure, we don't have to worry about any complex arrangements to keep the lights on – it's all done for us," says McManus. "As a result, we can focus more time on innovation and improvement and delighting our clients."

OUTCOME

Empowering lawyers to work more effectively

Lawyers and their business services teams at Eversheds Sutherland can now access vital information more easily, regardless of where they are. This aligns with the firm's goal of saving every lawyer an hour a day, freeing them up to spend more time with clients. "The private cloud will provide us with the foundations we need to digitalise and centralise our client-facing data," says McManus. "Providing our lawyers with access to technologies that make their lives easier helps us to attract and retain the best legal talent."

The partnership with Computacenter has also enabled Eversheds Sutherland to:

Accelerate digitalisation: The law firm is increasingly using digital solutions to empower both its own users and clients. As its digital transformation accelerates, the private cloud will provide a trusted environment with guaranteed service levels and consistent user experiences.

Maximise business agility: Whether it needs to provision a new service or open a new office, the firm can now easily spin up new capacity and switch it off again. As the law firm and its service portfolio grow, this capability will be vital to meeting client demand and boosting competitive advantage.

Control costs: The private cloud is based on a flexible consumption model, which means Eversheds Sutherland only pays for the infrastructure resources used. It has also been able to eliminate capital expenditure, as it no longer needs to procure new hardware or provision additional power.

For Eversheds Sutherland, the private cloud is just the beginning of an ambitious transformation roadmap. The partnership with Computacenter will enable Eversheds Sutherland to continue to leverage new technologies and digital channels to enable its people and business. "Technology isn't about replacing lawyers, it's about augmenting what a lawyer does so they can work more effectively with their clients," says McManus. "By working with Computacenter, we can understand the art of the possible and how we can best make digital work for us."

MORE INFORMATION

To find out more about our infrastructure and hybrid cloud services and read more customer case studies, log on to www.computacenter.com
