

Smart Enterprise IT Platform

QuisLex, Inc.



#### Customer

- QuisLex, Inc.

#### Industry

- Legal Services

#### Challenges

- High replacement costs of outgrown/aging IT Infrastructure
- Inefficient encryption process
- Downtime caused by IT migrations
- Veeam-certified backup storage needed, for instant VM recovery
- Compliance requirements for high security legal data storage
- Support concerns of IT products sourced from multiple vendors

#### Solution

- NEC Express 5800 Servers with VMware virtualization license
- Scalable M-Series 110 storage
- HYDRAsTOR® HS8 de-duplication, backup and recovery

#### Results

- Fast, smooth deployment by a single source provider (servers, storage, backup, encryption)
- Decreased future costs related to obsolescence or scalability
- HYDRAsTOR's scalability and investment protection
- High speed de-duplication savings of time and space
- Complete compliance with high-security requirements
- Simplified product support

#### QuisLex, Inc.

QuisLex, Inc. is a global, award-winning legal services company providing a variety of legal services to corporate legal departments and law firms. Their staff of attorneys and legal operations professionals specialize in delivering expert managed document review, contract and compliance management, legal spend management, and legal operations support enabling their clients to focus on core strategic issues while they handle the high volume legal work that benefits from strong operational and quality controls. Their clientele are primarily large global corporations and the top 100 law firms throughout the world. They operate within many markets, including Financial Services, Technology, Insurance, Pharma, Government, and Healthcare.

QuisLex is known equally for their corporate work and litigation and investigation work. The managed document review services for discovery is one of their oldest service lines and the primary service for which law firms engage them, and they perform a significant amount of this work for corporate clients as well.

This work entails the review and analysis of documents collected in response to litigation, investigation or regulatory request and may need to be produced to the opposing party and used as evidence in court. QuisLex has reviewed more than six billion pages of such documents as well as hundreds of thousands of hours of audio recordings working on legal matters before courts in most major jurisdictions and regulatory agencies worldwide.

Because their work is regularly conducted on highly sensitive and often mission-critical digital information that are often subject to considerations as confidentiality, trade secrets, privacy, and regulatory constraints that differ around the world, QuisLex operates in a highly secure environment that meets ISO 27001 security standards. Equally, the speed and security of its electronic document storage, search and retrieval is extremely critical to QuisLex clientele, and to its daily operations.

“NEC quickly understood our needs and concerns, and didn’t try to sell us everything, or products we didn’t need, but instead a custom solution that exactly fit our needs.”

## Challenges

For its newly opened 20,000+ sq. ft. operations center in New York City, QuisLex required an IT infrastructure to meet the same high standards of security and provide scalable, secure storage present in their existing operations centers. In particular, QuisLex was interested in avoiding past problems with legacy infrastructure that required costly and disruptive “forklift” upgrades—the total replacement of existing systems every time they either outgrew the capacity of legacy storage, or when the manufacturer ended support of their system as they released a new model. This lack of support required the company to essentially discard the existing system and undergo a major, disruptive and costly migration to bring in the most current products offered by the varied manufacturers.

The old IT situation necessitated a separate product for encryption, a “messy, external solution” that regularly created performance bottlenecks. With real concerns regarding operational downtime and the high cost of constant storage upgrades, together with slow server and encryption performance—and their need for stronger provider support with fast response time, QuisLex was in need of a reliable technology provider that also met its intrinsic need for high speed, expanding volume, and high security.

While carefully considering the offerings of all major vendors/providers, QuisLex pursued the idea of working with a single source provider with a total IT solution that would meet their specific parameters. These requirements included a virtual desktop deployment, compatible with their existing virtualization software, VMware and Veeam, since an offsite QuisLex IT team manages the New York operations.



## Solution

NEC understood this unique situation and provided a complete Smart Enterprise IT solution, consisting of Server, Virtualization, Storage and Backup, all delivered from a single source at comparative cost.

According to Mr. Michel Sahyoun, CTO of QuisLex, “We were also looking at all the other big names, but a big selling point here was having servers and storage from one source. With NEC as a single service provider, support is easy and troubleshooting is simplified, because there’s no ‘pointing of fingers’ with a single point of contact and one entity responsible for any potential issues, which increased our comfort level.”

“To date there have been no issues—this solution has been quite reliable.”

An important comparison point in choosing this solution was the fact that NEC supports many versions of a product, protecting the customer’s investment over time—long after NEC launches a new model, providing NEC products with extended ongoing support.

This NEC solution was based on scale-out architecture with the flexibility to quickly expand the infrastructure resources, on demand, with minimal or no downtime. NEC’s solution included the flexible, highly scalable M-Series (M110) storage. Specific advantages of the total solution included servers with VMware virtualization licenses – already in use by QuisLex, as well as the award winning HYDRAsstor HS8 storage backup solution, also deployable to protect virtualization environments (VMware, Hyper-V using Veeam). Virtualization simplifies the IT system platform by consolidating servers and storage systems, and separates the software lifecycle from hardware lifecycle, freeing IT managers from complex compatibility work.

Other benefits of this new infrastructure included: enhanced security with HYDRAsstor’s agile encryption technology to meet the stringent security



requirements of QuisLex customers, faster storage performance, the virtual desktop applications, and short backup windows with HYDRAsTOR. This award winning, breakthrough backup storage solution delivers seamless encryption at rest, securing the backed up data with minimal impact as it is written to disc and fully protected, a security requirement of their most data-protective clientele. QuisLex simply enters their license key and encryption is extremely fast, encrypting as it stores.

Installation was handled smoothly and the transition was seamless. With an NEC engineer onsite and another consulting remotely, all was completed within two days – up and running, including the onsite technology training of the company’s engineers and web conference training for offsite IT teams. (QuisLex, Inc. is a global company, with most IT personnel located in India, managing New York systems virtually.)

## Results

HYDRAsTOR’s scale-out grid storage platform with inline global deduplication, can scale linearly up to 165 nodes, solving present and future challenges for long-term data.

With improved efficiency and much faster performance than in QuisLex offices worldwide, the encryption at rest feature of HYDRAsTOR performs encryption on the fly, ensuring speed and security. With a 14.8: 1 deduplication ratio (saving 14.8 TB data in 1 TB space), QuisLex can now easily meet the 6 hour overnight backup windows, executing instead in two or three hours. This performance translates into a huge savings of space and processing time.

Michel Sahyoun says performance there has been extremely reliable, stating, “To date there have been no issues—this solution has been quite reliable.”

NEC’s customized IT solution also enables QuisLex to market their highly secure legal services to the most demanding client, with full regulatory compliance.

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## NEC’s Relationship with Our Customer

NEC IT solution experts developed a long-standing relationship with this customer, listened carefully, analyzed the challenges to determine the best IT infrastructure for QuisLex, Inc., and then recommended a solution especially tailored for their current situation, but also with optimal flexibility in anticipation of their continuing growth.

QuisLex’ CTO affirms, “NEC quickly understood our needs and concerns, and didn’t try to sell us everything, or products we didn’t need, but instead a custom solution that exactly fit our needs.”

NEC’s strong performance and ongoing positive relationship with this customer has enabled additional conversations regarding future partnering opportunities worldwide.



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