



Akin Gump Strauss Hauer & Feld LLP

DATA CENTER CONSOLIDATION DECREASES COSTS

When Akin Gump needed to find a trusted IT service provider that could help it secure and protect its IT infrastructure, the firm turned to Perot Systems.

The Challenge

Recognized as one of the world's largest and most renowned law firms, Akin Gump wanted to ensure that its global IT operations and the highly sensitive and confidential data it contained was in qualified, capable, and trustworthy hands, so the firm turned to Perot Systems. With its rapid growth and growing global footprint, Akin Gump recognized the need for comprehensive IT operations management along with a formalized business continuity and disaster recovery plan. In addition, because the firm's staff was faced with having limited access to IT personnel during non-business hours, Akin Gump needed to provide its growing global staff with 24-hour-a-day service desk support.

The Solution

Initially, Perot Systems was hired to provide service desk support serving as a single point of contact for resolving technical issues, application support, and business requests. We provided Akin Gump with 24-hour-a-day, 7-day-a-week global coverage and multi-language support.

After being impressed by the quality of service it received from the service desk support, Akin Gump engaged Perot Systems to provide a strategic IT solution that would help the firm better utilize its IT infrastructure by consolidating its IT footprint into two data centers. Perot Systems was asked to manage the relocation of all major systems to the new Philadelphia, PA, data center and also the Plano Technology Center (PTC), which would support the firm's Western U.S. business and provide enhanced redundancy and disaster recovery capabilities. One of our primary objectives, in addition to consolidating Akin Gump's data centers, was to envision ways to increase the company's utilization of information across the entire enterprise to maximize standard processes, upgrade legacy systems, and lower costs.

The Results

Perot Systems' collaborative approach with Akin Gump and the resulting consolidated IT infrastructure solution has been credited with decreasing overall IT costs while improving reliability and systems capabilities.

- Provided 24x7 support in contrast to the previous 12x5 service desk support, which also resulted in a 20 percent savings
- Formalized a Business Continuity and Disaster Recover Plan with redundancy in all critical U.S. systems through the Perot Systems Plano Technology Center
- Increased uptime for all systems and a reduced time-to-market for major projects

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Akin Gump Strauss Hauer & Feld is one of the world's largest law firms, with over 1,000 lawyers and professionals in 14 offices throughout the United States, Europe, and Asia. The firm was ranked the 25th largest law firm in the United States (*The National Law Journal*) and is a Global 50 Law Firm (Practical Law Company).

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