

## Rodyk & Davidson LLP

**Cutting e-Discovery Time by 99 Percent Helps  
Leading Singapore Law Firm Sharpen Competitive Edge**



**Growing in employees—and email volume—Rodyk & Davidson LLP turned to Symantec Enterprise Vault to gain more control over an email repository that doubled in size every year. Results include a projected US\$15,000 in reclaimed primary disk space over three years, a 40 percent reduction in email storage, 50 percent reduction in email backup time, and 99 percent faster e-Discovery process that will save a projected US\$20,000 in IT staff time over three years.**

### ORGANIZATION PROFILE

Rodyk & Davidson LLP ([www.rodyk.com](http://www.rodyk.com)) is a leading Singapore law firm with offices in Singapore and Shanghai. More than 130 lawyers and a total staff of 300 work in five core practice groups: corporate, finance, intellectual property and technology, litigation and arbitration, and real estate.

### INDUSTRY

Legal

### SOLUTION

Archiving, Data Loss Prevention, Discovery

### Turning Around a Liability

The competitive edge for a law firm is the talent of its people—and their ability to use information.

“In our business, we trade in information,” says Gilbert Leong, a partner in the intellectual property and technology practice of Singapore-based Rodyk & Davidson LLP. “What matters is how well we can analyze it and manipulate it. The raw product must be protected. We have a legal requirement to keep our information confidential, and we also must make it accessible and quickly searchable by people authorized to use it.”

Leong and his firm faced a challenge almost every organization faces today in managing information: There’s too much of it. This became particularly acute when Rodyk & Davidson, the oldest law firm in Singapore, founded in 1861, merged with one of Singapore’s newest successful law firms in 2002.

The result was the largest law merger in Singapore legal history. It brought together more than 130 lawyers and 300 total employees with locations in Singapore and Shanghai. The newly expanded firm had 250 gigabytes of email growing at 100 percent annually.

It fell to Leong, and colleague Alvin Aw, the IT Manager, to come up with a solution that could transform a runaway volume of email from a liability into a competitive edge.

### Finding the Right Solution

“We asked ourselves,” Leong remembers, “what archival solution would help us minimize and manage the growth in email while retaining message integrity and accuracy? And as more staff joins us, how do we minimize IT’s role in helping employees retrieve information? We needed do-it-yourself access to archived messages.”

After a month-long comparison between leading solutions, the team chose Symantec Enterprise Vault™. “It met our requirements best,” Leong says.

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### Gilbert Leong

IT and Datacom Exploitation  
Partner  
Rodyk & Davidson LLP

## Enterprise Vault reduced backup time for Microsoft Exchange by 50 percent from 12 hours to 6.

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**Alvin Aw**  
IT Manager  
Rodyk & Davidson LLP

The solution was deployed in July 2007 in just one month. “Rollout was quick and painless,” Leong remembers. Aw adds that “The day after we deployed, employees signed on for their email, and archived messages were still in their mailboxes with tiny archive icons instead of envelope icons. That was the only difference. Double click and an archived message opens right from the mailbox. No training was needed. We had no complaints.” Users can recover their own archived messages, just as the IT team wished.

### **Saving a Projected US\$15,000 in Storage**

As Enterprise Vault archives messages, it compresses and deduplicates them. “Some of our attachments are 10 to 20 megabytes in size,” Leong points out, and that’s one reason why, when Enterprise Vault was deployed, it reduced the firm’s 250 gigabyte email store by 40 percent. The result was that 90 gigabytes of disk space was reclaimed, for a storage reallocation savings of approximately US\$4,000. And with an email storage growth rate of 100 percent annually, the storage cost avoidance over the next three years will be approximately US\$15,000.<sup>1</sup>

Because less email is stored, email backup is faster. “Enterprise Vault has helped reduce a 12-hour email backup window to six hours,” Aw says. “That enables us to do a full backup on a daily basis—which we couldn’t do before. And it lets us use our server for higher value tasks.”

### **Just What the Auditor Asked For**

The firm protects message integrity with the Journaling feature of Symantec Enterprise Vault, which makes a copy of all messages sent or received. “We want to preserve as accurate a picture as possible of each email,” Leong says. In January of 2008, Rodyk migrated to the Interwoven WorkSite document management system, and plans to integrate Enterprise Vault and Interwoven in 2008. “Because Enterprise Vault integrates with our Interwoven solution, we’ll have all the tools to track who accessed each particular document,” Leong says.

## SOLUTION AT A GLANCE

### **Key Challenges**

- Protect message integrity and security while reducing volume of email stored
- Recover primary disk space previously used for email storage
- Streamline e-Discovery and enable employee self-service
- Reduce email backup time
- Reduce IT overhead

### **Solution**

Symantec email archiving for a two-office location

### **Symantec Products**

- Symantec Enterprise Vault™ with
  - Discovery Accelerator
  - Microsoft Exchange Journaling
  - Offline Vault

### **Symantec Services**

- Symantec Essential Support Services
- Symantec Consulting Services

### **Symantec Partner**

- CHASSasia (Singapore) Pte Ltd ([www.chassasia.com](http://www.chassasia.com))

### **Technology Environment**

- Applications: Microsoft Exchange Server 2003, Citrix 4.5, Microsoft Outlook 2003
- Databases: Microsoft SQL Server 2005
- Server platform: IBM HS21 blade servers running Microsoft Windows Server 2003
- Storage: IBM DS4300 System Storage Disk Storage Systems

### **Business Results**

- Projected US\$15,000 in storage cost avoidance over 3 years due to 40% reduction in email storage<sup>1</sup>
- Immediate productivity for employees—no training needed
- 50% reduction in email backup time (6 hours instead of 12)
- 99% faster e-Discovery (5 minutes instead of 8 hours)
- Projected US\$20,000 in IT time saved over the next three years due to self-service email recoveries<sup>2</sup>

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**Gilbert Leong**

Partner  
Rodyk & Davidson LLP

The key lesson learned is how important it is to have an archiving solution with many options built in, Leong says. “When we chose Enterprise Vault, we didn’t know we would be moving to Interwoven—the interoperability between the two turned out to be important to us,” he points out.

### Searches Take Minutes Instead of Weeks

Rodyk uses the Discovery Accelerator option of Enterprise Vault to enable authorized users to search metadata enterprise wide as well as the full text of messages and attachments. “Searches of paper-based records often took weeks,” Leong says. “Tape-based searches of email before Enterprise Vault took at least a day. Now a search with the Discovery Accelerator can be completed in five minutes.”

Before Enterprise Vault, the IT team received about two requests a month to retrieve emails, each of which would take approximately 12 hours to fulfill. Now, with Discovery Accelerator, end users can perform their own discovery. This saves nearly 300 hours in IT staff time annually, or more than US\$20,000 in labor productivity over a three-year timeframe.<sup>2</sup>

Using the Enterprise Vault Offline Vault option, employees with laptops can search through archived messages even when they’re not connected to the network. Enterprise Vault also supports the Microsoft Outlook Web Access feature, enabling employees to access the archive from the Web.

The firm plans eventually to use Enterprise Vault’s ability to automate information lifecycle management. Once the team deploys lower-cost tier two storage, they will have Enterprise Vault migrate archived email to it, possibly moving the oldest data to tape or deleting it. “We haven’t yet decided on how long our retention period might be,” Leong says. If data is moved to lower cost tier two disk or tier three tape storage, costs will be further reduced.

### Getting an Edge in Support

Reliability was an important factor in choosing Enterprise Vault, according to Aw. “We wanted a solution from a vendor that had been in the business for a long time and could give us local support,” he recounts. “We get that support from CHASSasia (Singapore) Pte Ltd, a Symantec business partner. CHASSasia (Singapore) Pte Ltd has been very helpful. And Symantec Consulting Services from day one gave us best practices in design and deployment and streamlined those processes, helping us be successful.”

The team chose Symantec Essential Support Services for 24x7 protection. “We’re OK with remote support,” Aw says, “but with Symantec’s local and global support, we like the fact we can have a real, live engineer down the hall in our office, if needed, solving challenges for us.”

Leong sums up the difference the new solution is making: “Using Enterprise Vault, we can respond to clients in a more timely, accurate, and complete manner,” he says. “And that’s a key ingredient in our competitive edge.”

<sup>1</sup> The estimated cost per gigabyte of storage is assumed to be US\$45.

<sup>2</sup> The average net mean salary is assumed to be US\$24 per hour.