



CASE STUDY

Putting High Performance into Practice

100%

Uptime for over 2.5 years, even during software and controller upgrades

UP TO **14:1**

Data reduction saves on capital and operating expenses



Reduces costs at co-lo facility with small footprint

“Evergreen gives me the opportunity to upgrade equipment and expand capacity anytime I want.”

JASON THOMAS,
CIO, COLE, SCOTT & KISSANE

When CIO Jason Thomas arrived at Cole, Scott & Kissane (CSK), he found an infrastructure with some areas in need of improvement.

He adopted Pure Storage® as the company's storage standard, reaping the benefits of 100% reliability, minimal demands for administration, and lower total cost of ownership.

Availability and Ease of Management Key Priorities

As CIO Jason Thomas has a clear focus on the top priorities for the IT infrastructure he oversees. “The first priority is availability. If we lose our case-management or billing system, we’re out of business, so even a day’s downtime has a huge impact,” says Thomas. “And second is ease of management. I want things to be as simple as possible—the fewest number of vendors, the smallest possible staff, and the simplest equipment to run.”

CSK is a full-service law firm with more than 440 attorneys serving clients through 12 offices in Florida, with a specialization in insurance defense litigation.

According to Thomas, the firm “was a Hyper-V shop with physical servers and local storage—no SAN. It created a single point of failure, and if we ever had to run a full recovery, it could have taken days. I quickly determined that we couldn’t keep running like that, with everything on local storage. We needed a modern solution.”

As he evaluated options for new storage, “one of my key criteria was that I did not want to hire somebody just to administer storage. Previously, I worked in a company that had NetApp. It was solid product, but you had to have someone with really good knowledge to administer it. We also evaluated HPE, but they required a lot of administrative attention, too.”

Thomas knew someone who used Pure Storage “and he was very pleased, so we took a close look and really liked what we saw, both from a product perspective and from Pure as a company.” Today, CSK has two FlashArray models, one each in its main data center and in its out-of-state disaster-recovery site.

“ Everything about the Pure Storage array is simple. The interface is so intuitive; a couple of clicks and you’ve created your data stores. You hardly have to do anything.”

JASON THOMAS,
CIO, COLE, SCOTT & KISSANE

Multiple Business-Critical Workloads Consolidated on One Platform

Thomas runs most of the firm’s business-critical workloads on Pure Storage, including case management, time-and-billing, and Microsoft SQL Server databases. The volume of data increases by the day, with an average of 75 new matters opened daily, each with accompanying files.

Installing the Pure Storage array instantly led to comments from end-users “that everything now runs much faster,” Thomas says. More importantly, the Pure arrays satisfied Thomas’ two key criteria—reliability and ease of administration.

“We have had Pure Storage in production for more than two-and-a-half years with 100 percent uptime,” he reported. “That includes at least three capacity expansions, numerous software upgrades, and even a change in controllers – all done with no downtime. We don’t even know it’s happening.”



As for ease of administration, Thomas is equally pleased. “Everything about the Pure Storage array is simple. The interface is so intuitive; a couple of clicks and you’ve created your data stores. You hardly have to do anything.” That optimized management means Thomas has met his objective of not having to hire a dedicated storage administrator. Plus, “Pure integrates so well with all the other elements of our infrastructure. The integration with VMware is seamless. Anyone can manage it. I love that I can create a volume on Pure, publish it as a LUN and go to vSphere and use it. That’s it.”

CSK uses Rubrik as its backup solution, Thomas noted, “and Pure Storage integrates well with it also. It’s very seamless with Pure and vCenter.” Another element in his business-continuity strategy is the use of Pure Storage’s snapshot capability. “We take snapshots of all volumes every 15 minutes. I can spin up a VM from a previous snapshot in just minutes. That is very impressive to me.”

The frequency of snapshotting provides greater peace of mind. “It’s not enough for me to take a snapshot or do a backup every night. It’s not acceptable to lose a day’s work,” Thomas says. “That 15-minute snapshot means on Pure Storage we can easily exceed our goal of 30-minute RPO and 60-minute RTO.”

Thomas uses Pure Storage’s asynchronous replication feature to maintain a “warm backup” status at his disaster recovery site. “I looked at a dedicated DR solution, but that would be another piece of the puzzle to manage and another vendor. So, it was worth it to me to put a second Pure array in our DR site. Now, I can quickly cut over to the other Pure array through VMware SRM. And, I have only two vendors to call—VMware and Pure.”

Another feature of Pure Storage that impresses Thomas is its deduplication and data-compression features. “The de-dupe on SQL Server and Exchange is outstanding. On our general applications, we’re seeing 8:1, and on SQL it’s as high as 14:1. That gives me a lot more time before I have to buy new storage. And the smaller storage footprint lowers costs in our co-lo data center facilities.”

“ Pure makes it easy to move into new technology, and even better, to make that move without disruption.”

**JASON THOMAS,
CIO, COLE, SCOTT & KISSANE**



GEO

North America

INDUSTRY

Legal

SOLUTION AREA

Accelerate Core Applications

**PURE STORAGE®
PRODUCTS IN USE**

FlashArray™

Evergreen Storage®

ABOUT CUSTOMER

Cole, Scott & Kissane (CSK) is a full-service law firm with more than 440 attorneys serving clients through 12 offices in Florida, with a specialization in insurance defense litigation.

www.csklegal.com

A Superior Business Model and Memorable Customer Support

Thomas also is impressed with the Pure Evergreen Storage program, which guarantees access to the latest technology and features, without disrupting infrastructure or business, and with complete preservation of the investment in Pure Storage solutions. This keeps the firm's IT infrastructure agile and responsive as business needs change.

"We've already taken advantage of the Upgrade Flex program to move from the older models and get full trade-in credit. Evergreen gives me the opportunity to upgrade equipment and expand capacity anytime I want, and not have to wait to replace everything in three years with a forklift upgrade."

While Thomas has had scant reason to call Pure Storage customer support, he recalls one episode vividly. "One day we had a file server that wouldn't boot. We called VMware first but didn't get very far. On a lark, I called Pure and got just a regular first-line support person. He pulled another resource in the company onto our call, and together they determined that VMware had mistakenly seen a deleted volume as part of the VM, which caused it not to boot. We soon had a solution that fixed everything. That saved at least a day's worth of work—and it wasn't even a Pure issue. I was so impressed!"

Looking ahead, Thomas values the technological vision that Pure Storage provides.

“Pure is always looking at what's new—things like Direct Flash, FlashBlade, and the VM Analytics tool. They always have something new, and are looking for better, more efficient ways to do things. Pure makes it easy to move into new technology, and even better, to make that move without disruption.”

