Macpherson Kelley is a mid-sized Australian law firm that specializes in commercial mid-market businesses, providing services to clients across Australia and around the globe. Slow application response and system backup times were impacting business productivity. Macpherson Kelley required the newest technology, and recognised flash as the next evolution in storage. After installing Pure Storage, the team benefited from improved employee productivity, efficiency, and higher reliability.

BUSINESS TRANSFORMATION

Pure Storage enables Macpherson Kelley to improve employee productivity in order to support its rapid company growth.

GEO

Australia

INDUSTRY

Legal

"As a result of the better resilience we've experienced with Pure Storage, our business is more efficient and staff more effective."

Matt Purves,
National Infrastructure Manager

BUILDING A BEST-OF-BREED SOLUTION FOR THE FUTURE

Headquartered in Melbourne's South East, Macpherson Kelley is a mid-sized Australian law firm specialising in commercial mid-market businesses. The firm practices nationally and is renowned for its pragmatic, commercially minded approach and strong industry focus. With more than 350 staff around Australia, it provides services to clients and around the globe. As Australia's only member of Multilaw — a global association of over 75 law firms worldwide, providing access to lawyers in the UK, Europe, Asia, USA and the sub-continent — Macpherson Kelley provides clients with access to multi-jurisdictional expertise to help manage cross-border deals or disputes.

Due to growth by acquisition, the firm has increased almost fourfold over the past three years, from 90 to 350 staff members. Forecasts suggest consistent growth will continue. "Supporting this growth from an IT perspective is essential in ensuring ongoing performance, and our former storage environment couldn't keep up with the increasing demands," said Matt Purves, National Infrastructure Manager at Macpherson Kelley.

PURE LAYS FOUNDATION FOR MOBILITY AND VDI OPTIONS

As Macpherson Kelley progressed through its growth stage, integral to which was a practice-management system upgrade, it became clear that the organisation was limited by its existing storage system. Slow application response and system backup times were impacting business productivity. To continue as a best-of-breed law firm, Macpherson Kelley required the newest technology and recognised flash as the next evolution in storage. It investigated other all-flash options; however Purves said Pure Storage presented uncontested storage performance and transparency, giving him a solution he was confident to move forward with.

"With mobility as our core business driver we required a solution that would eliminate the need for daily system management and allow us to become more agile."

Macpherson Kelley deployed one Pure Storage FlashArray for its centralised environment including Virtualized Desktop Infrastructure (VDI) based on Citrix® XenDesktop® and Microsoft® SQL Server®. When it came to the implementation, Purves said it couldn't have been simpler. "The initial installation was seamless and took two hours from unboxing to deployment. The host recognition was extremely simple; it took minutes as opposed to hours with our former deployment."

COMPANY:

Macpherson Kelley
http://www.mk.com.au/

USE CASE:

- VDI – Citrix® XenDesktop®
- Database – Microsoft® SQL Server, Elite3E®

CHALLENGES:

- Slow application response and system backup times impacted business productivity.
- Existing storage was unable to meet needs of rapid company growth.
- Limited reporting capabilities were unable to justify the need for additional storage to senior management team.

IT TRANSFORMATION:

- Removing application and backup delays improved employee productivity and efficiency.
- Faster backups reduced CommVault backup times from 12+ hours to four hours, and Elite3E SQL nightly backup from 1.5 hours to eight minutes.
- Citrix help desk tickets for slow performance were reduced by 62%.
- Higher reliability reduced maintenance checks from several times per day and night to once per morning.

"We no longer need to worry about storage or coming in every day to deal with a slow system. This has shifted our skill-set from daily management to forward-looking tasks such as disaster recovery."

Matt Purves,
National Infrastructure Manager

INCREASED PERFORMANCE AND SIMPLIFIED MANAGEMENT

The benefits of the Pure Storage implementation were evident immediately, the most noticeable being the speed with which backups could be completed. Prior to Pure, Macpherson Kelley staff encountered performance issues and response times when daily backups were taking place, severely interrupting productivity. Nightly backup for the practice management system alone was taking one-and-a-half hours, with all SQL Server nightly backups taking up to twelve hours. After deploying Pure, the practice management system backup took only eight minutes, and full nightly backups were reduced to four hours.

The transparency of the Pure Storage solution is another important benefit. It is configured and managed via a web front-end which is easy to report against, as it indicates live, daily and annual data trends whilst they are in progress. Prior to Pure, Purves and his team couldn't pull a report to justify the need for additional storage to their management team.

"We run a fully centralised Citrix environment and users expect fast performance," Purves noted. "Since implementing Pure Storage, our end users have noted a performance improvement within our Citrix environment, and as a result, helpdesk tickets for the 'Slow System' category have been reduced by 62% within a 30 day timeframe."

Choosing Pure Storage has also eliminated a number of performance issues for Macpherson Kelley. These improvements enable lawyers to provide the most efficient service to clients, while freeing up IT staff to concentrate on other technology solutions and continue innovating the business rather than managing storage.

"Pure Storage is much simpler to support and we no longer need to worry about remedial tasks such as rebooting servers. I no longer need to come in every day and deal with a slow system. This has shifted our skill-set from daily management so we can now focus on implementing more value-adding technology and other components such as disaster recovery, which will make a real difference."

PURESTORAGE®

info@purestorage.com
www.purestorage.com/customers