

Mimecast's all-in-one service reduces email complexity for law firm Morgan Cole

When Morgan Cole looked to consolidate email management with a single provider, they wanted a comprehensive, tried and tested service that would cope with the increasing demands of a rapidly expanding, full-service law firm.

Context

Morgan Cole is a full-service, regional law firm based in Wales and southern England. It has 552 people including 55 partners working out of six offices in Cardiff, Swansea, Bristol, Reading and Oxford. In February 2009, Morgan Cole merged with CIP Solicitors.

Challenge

IT director Jeff Wright, who is also a partner in the firm, outlines the main issues that led him to look for a new email solution. The first problem was email volume. "Morgan Cole had a single email system across its six offices. As the firm expanded the uncontrollably growing volume of email being stored on the system was threatening its resilience," he says.

Locating and retrieving important messages was a growing challenge, particularly in light of the nature of the cases handled by the firm – notably its volume insurance work. "Archived emails were stored in PSTs in various places on the firm's network. In the event of a client inquiry or a claim, we had to make a monumental effort to search for the relevant correspondence."

Business continuity was another important consideration. Wright and his team minimized disruption to email access by scheduling routine maintenance so that it took place outside office hours. Morgan Cole deployed a separate service for anti-virus and anti-spam protection and Wright was considering purchasing an email archiving solution as well as additional storage to cope with the volume. Instead he turned to Mimecast's all-in-one service.

AT A GLANCE:

Morgan Cole LLP
Solicitors



Company

- Morgan Cole (www.morgan-cole.com)
- Industry: Legal
- Number of Email Users: 538

Objectives

- Offsite archive with fast, straightforward retrieval
- System resilience for disaster recovery and business continuity
- A scalable service to support continued expansion
- Integration with existing systems and applications

Benefits

- Emails retrievable within seconds
- Automatic ten-year archive – no additional storage required
- Always-on email for business continuity and disaster recovery
- UK data centers offer security and compliance
- Scalable service facilitates expansion and mergers
- ROI before the end of the first year

Solution

The decision to move to cloud-based email was driven by the firm's continued expansion and a desire to consolidate email management to a single provider. Wright selected Mimecast as a tried and tested service that was popular in the legal space, and importantly, held all data replicated across three UK data centers. He wanted a comprehensive email management solution that would reduce infrastructure, maintenance and administrative requirements and a scalable service that would cope with expanding demands in terms of data requirements, additional users and offices. Finally, paying for email management as a running cost rather than a capital investment would provide predictability and certainty to the firm's IT budget.

Benefits

The instantly searchable ten-year rolling archive automatically saves all emails and users can retrieve them within seconds. Cloud-based archiving means there is no need to purchase additional storage for the growing volume of important correspondence. It has allowed Morgan Cole to reduce the Exchange database, boost operational resilience and efficiency and achieve better utilisation of SANs. "We now autoarchive all emails over 12 months old, thereby reducing the load on the email system," explains Wright. "We have implemented a more aggressive deletion policy and introduced mailbox limits as users can easily retrieve older emails from the archive."

The Mimecast service includes anti-spam and anti-virus protection, reducing infrastructure and maintenance requirements. Web-based access to email via any Internet connection facilitates business continuity and disaster recovery. The Outlook plug-in means that office-based users can continue to access their email via a familiar interface during any service interruptions.

"If we need to carry out maintenance on a mail server, we can deal with this during the working day and end users don't notice the

"Mimecast's one stop shop reduces complexity by providing all the facilities we need. The multiplicity of functionality is a major advantage – and we achieved ROI in the first year."

- Jeff Wright
IT Director
Morgan ColeP

difference. Before, we had to schedule that type of work outside office hours, so Mimecast also saves us money in overtime." Mimecast's disaster recovery capabilities were tested when one of Morgan Cole's offices was flooded. Although the office was closed for a week, staff were able to access their email immediately via the Internet and there was no disruption to client service.

Mimecast's scalable solution results in predictable costs – "As the firm continues to expand, we can simply phone Mimecast and increase our subscription," explains Wright. "I don't have to buy extra disk space because Mimecast can handle any extra storage requirements." Scalable services facilitated Morgan Cole's merger with CIP Solicitors. "Before Mimecast we would have had to run two separate email systems – at least for a while," says Wright. "Thanks to Mimecast, we were able to clear sufficient space on our primary email database for an additional 80 mailboxes."

Replacing actual and potential capital outlay with Mimecast's subscription-based service enabled Morgan Cole to realise considerable savings.

"Having converted the investment cost to an annual cost depreciated over three years, we are saving £20,400 per year for the first three years. We were very pleased to achieve ROI in the first year as well as seamless integration following our merger."

Mimecast makes business email and data safer for thousands of customers and millions of employees worldwide. Founded in 2003, the Company's next-generation cloud-based security, archiving and continuity services protect email and deliver comprehensive email risk management.

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