



Top Law Firm

COMPANY OVERVIEW

- **Industry:** Legal Services
- **Location:** Global
- **Revenues:** \$2.0B+
- **Attorneys:** 2,000 in 20+ offices

CHALLENGE

- Keep a global law practice and over 2,000 attorneys working and billable.
- Attorneys and staff complaining about poor network and application performance, especially across WAN connections
- Seven figure investment in Compuware not helping

SOLUTION

Xangati provided visibility into all networked communications between all IP enabled devices, both physical and virtual, enabling this firm to see its entire network live, where problems were and what was causing them

BUSINESS RESULTS

- Visibility into every device and communication – so problems are resolved quickly across physical, virtual and cloud infrastructure and applications
- Eliminated configuration and troubleshooting time required by sniffer products to identify congestion. Xangati showed it in seconds.
- Identified what brought entire network to a standstill – employees watching Michael Jackson’s funeral

Overview

This firm has grown into a full-service international powerhouse with around 2,000 attorneys in over 20 offices around the world. It has received many awards for its ability to handle the immense challenges posed by the legal industry and its financial and strategic success during the period. Highly collaborative, this firm works globally and creatively using an infrastructure built to support it.

Business Challenge: Keep network and applications connecting over 20 offices around the world working

With its focus on collaboration and creative lawyering, communication between lawyers is critical for this firm and its clients. Having invested heavily in infrastructure to support this collaboration, the problems that arise when communications are less than ideal or non-existent are easy to imagine. When attorneys and staff began experiencing performance problems in 2008 – they needed something to help them identify problems and resolve them faster as their multi-million dollar investment in Compuware wasn’t really helping.

Solution: Xangati

Xangati’s non-intrusive appliance installed in minutes providing live, to-the-second visibility into all networked communications between all endpoints – eliminating blindspots. This visibility eliminated the need to spend nearly an hour configuring a sniffer where the problem was thought to be – and then re-configuring it again and again and again when the guess was not right. Xangati also showed the traffic clogging the WAN, where it was coming from and where it was going - including the virtualized and cloud applications this firm was beginning to use. Now the network team could pinpoint issues in seconds and spend their time resolving the issues instead of trying to verify or locate them. When the entire network was brought mysteriously to its knees one day – it was Xangati that identified the cause – Michael Jackson’s funeral was being watched by so many people that the HD video feed clogged the entire network. To learn more, visit us at www.xangati.com.