

Long-standing legal firm Chambliss, Bahner & Stophel finds reliability and peace of mind in iLand, now 11:11 Systems, Cloud Services.



SOLUTIONS: BaaS, DRaaS

With a commitment to being “Fiercely Loyal,” Chambliss has an obligation to provide the best services to their clients—and their IT operations need to reflect this client focus. A secure and reliable backup and disaster recovery (DR) strategy is essential to support their lean IT team and tenacious attorneys.

For over 130 years, Chambliss has been representing clients ranging from startups to international corporations to multi-generational family enterprises. The firm’s commitment and dedication lies in their grounding principle to be “Fiercely Loyal.” The efforts of the Chambliss team have not gone unnoticed. The firm has seen year over year growth in recent years, and continues to deliver value to their diverse client base.

Burdened with Backups

Geoff Jones, Systems Administrator at Chambliss, has been working in the IT department for 10 years. Since he can remember, backups have required a lot of time and maintenance from him and his team.

“Because of our firm’s growth and concern for security, nightly backups were taking way too long to complete, and month-end backups were taking about five days,” Jones said. “A significant amount of our time was spent coordinating and monitoring the backups. And sometimes we would even experience a failure.”

It was clear to the team that the solution in place wasn’t robust enough for their workloads. Chambliss ventured out to try offsite backups with different local companies, in hopes that they’d find a more viable option. The results were acceptable, but the cost was not.



CHALLENGES

- Needed a reliable, low maintenance backup solution for small IT team
- Required cost-effective cloud services

SOLUTIONS

- [11:11] Cloud Backup for Veeam Cloud Connect
- [11:11] DRaaS for Veeam

BENEFITS

- Ease of use
- Performance boost
- 30% cost savings
- A relationship with a cloud provider that is a strategic differentiator

PROFILE

- Size: Mid-Size
- Industry: Professional Services—Brand optimization, organizational engagement, service design & build, and technology

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Geoff Jones, Systems Administrator at Chambliss

Identifying a Cloud Provider

It wasn't until the department completed an infrastructure upgrade to virtual servers with Veeam that they found a cloud solution with [11:11 Systems].

An endorsement from the International Legal Tech Association (ILTA), combined with [11:11]'s convenient datacenter locations, cost-effective pricing model, and knowledgeable staff led Jones and his team to choose the [11:11] Secure Cloud Backup with Veeam Cloud Connect and [11:11] Secure DRaaS with Veeam solutions to implement a comprehensive backup and DR strategy across the business.

People Drive Value

When it's time to utilize a new solution, like backup and DR, it's helpful to know that you've got support when you need it. With [11:11]'s 24x7x365 Technical Support, Jones felt comfortable taking the plunge. Whenever he has an issue or question, [11:11] has been responsive and helped to troubleshoot and find a solution.

Most importantly for Jones, the [11:11] team has walked him through the entire DR process and made sure he knew they would help get everything up and running in the event that he needed to failover. “It's great to know that somebody's there who's ready to help me out. Should the worst happen, I'm not on my own.”

Results Speak for Themselves

Since utilizing the [11:11] backup and DRaaS solutions with Veeam, Jones and his team have seen a tremendous positive impact on the business. Time is the first, and most obvious, benefit area where they've seen results. Now, nightly backups take six hours, and month-end backups are completed over a weekend.

“[11:11] backups brought to our attention the amount of time and money we were spending backing up with tapes,” Jones said. “The solution we have in place with [11:11] and Veeam has worked seamlessly! We can't emphasize enough just how user-friendly and efficient this solution has been for us.”

Productivity and performance is another aspect that has been positively impacted by the [11:11] and Veeam solution. The department has been able to reallocate their time to other initiatives, like upgrading their equipment, implementing new security features, and providing additional training. There has been a boost within the team, as well as across the firm. “We used to have backups running during the day while people were working,” Jones explained. “That had an impact on users and performance. Now, we know that when we come in, backups are complete, and it's time to work.” Chambliss IT has added hours of productivity back into their day and can better serve the firm, and ultimately, Chambliss clients.

Cost was another driver for the firm. After searching the market for a more cost-efficient cloud provider, Chambliss found a perfectly priced solution for their needs with [11:11]. “We're getting higher performance and more protection, while paying 30% less than we were with our previous cloud provider,” said Tony Young, Firm Administrator. “This allows us to service our clients at a higher level and at a price point that we can afford.”

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