SiteLogic Uses Hitachi NAS Platform for Faster, More Reliable E-Discovery Services

E-discovery technologies continue to dominate the legal landscape. SiteLogic knows the tricky terrain of properly supporting litigation data and forensic processes better than most e-discovery and managed hosting companies. To proactively manage its growing e-discovery business with a high-availability, end-to-end, data processing environment, the company selected Hitachi NAS Platform (HNAS). The results at SiteLogic have dramatically improved uptime, expanded services, and expedited processing.

Rated among the top service providers to the New York legal community, SiteLogic has earned a reputation for proficiently and expeditiously mastering e-discovery technologies in order to serve attorneys engaged in complex litigation. Located in the heart of Manhattan, SiteLogic is a fully integrated provider of litigation support and electronic discovery processes.

Founded a decade ago by experienced litigators, SiteLogic today is able to deliver world-class turnkey solutions and technological expertise to its diverse roster of legal clients. Behind its stellar reputation are SiteLogic legal and technology professionals, who are dedicated to providing the highest levels of service, excellence and innovation.

Also critical to the success of its e-discovery empire is superior-quality IT infrastructure, with highly resilient data storage and best-in-class industry software. These components include Black Bag forensic tools for the Apple Mac operating system, iPhones and iPads; AccessData digital investigative programs; and IPRO eCapture for coordinating large, multithreaded e-discovery projects.

Discover a Better Way to Manage Data

As with any successful business, the need to effectively manage data growth is a perpetual priority for SiteLogic. “We wanted to ensure that from an IT perspective we could continue providing these high levels of service and support to clients. We had a SAN solution that claimed to be high availability but would go down periodically, without cause. We would lose data access during those outages and had to rebuild the arrays.

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Chief Technology Officer and VP of Litigation Support and Technology
SiteLogic

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INDUSTRY
Services: E-Discovery and Managed Hosting

SOLUTION
File and Content

HARDWARE
Hitachi NAS Platform 3090
SUCCESS STORY

That’s not high availability. Much greater points of resiliency and performance were necessary," explains Richard Rodney, SiteLogic CTO and vice president of litigation support and technology.

There were also other drivers for seeking a better data storage solution: The SAN solution supported a Microsoft® Windows® file system environment, and the maker of the SAN equipment went defunct. SiteLogic wanted to further streamline the entire e-discovery process, which included its file system. One way to accomplish this was by installing Nuix software to boost SiteLogic’s ability to provide powerful, integrated workflows for its e-discovery practices. To take full advantage of the application’s speed, SiteLogic would also need to upgrade its network storage.

Furthermore, the company wanted to bring its client review program in house for greater simplicity and cost efficiency. It was hosted by an external service partner. “The bottom line is, we needed better speed, reliability and access to data to truly support the growth and direction of the company. We looked at a few different options for storage, including Hitachi NAS Platform. I had previous experience with the platform’s resiliency and performance, and believed it would meet our high-availability requirement. We chose the platform for its reputation in our industry, its pricing, and what it really is capable of doing for us and, ultimately, for our clients,” Rodney conveys.

Simplify E-Discovery Processes with HNAS

In early 2011, to efficiently manage its storage ecosystem, SiteLogic selected a Hitachi NAS Platform 3090 for the data center. HNAS 3090 is a premium midrange network attached storage (NAS) platform designed with a powerful hardware-accelerated file system and next-generation multiprotocol file services. Built on award-winning technology and hybrid core architecture, HNAS 3090 delivers exceptional system performance up to 95,000 IOPS, storage for up to 16 million objects, and scalability to 8PB usable capacity.

Hitachi NAS Platform family of products incorporates BlueArc systems and technologies. The HNAS family provides intelligent, scalable, tiered network storage with FPGA-based architecture for highest performance and reliability requirements.

HNAS 3090 was configured with a 2-node cluster and 16TB of usable storage with Tier 1 high-speed storage via 15K serial-attached SCSI drives. Another plus for SiteLogic’s choice of NAS is its compatibility with VMware. “We had not yet embarked on a virtualized storage environment, but wanted the option. And with Hitachi Data Systems, we have confidence that when we do move forward with virtualization, our NAS system will fully support it,” Rodney furthers.

Hitachi Data Systems and VMware have been strategic partners since 2002, and today, Hitachi is an Elite Partner in VMware’s Technology Alliance Partner program. Hitachi solutions, including the former BlueArc systems, are engineered with native VMware and NFS integration. This integration helps organizations such as SiteLogic achieve new levels of scale, cost efficiency and data resilience. HNAS also supports multiple protocols, making it compatible with Microsoft CIFS management tools and file server environments.

Savings and Services Close the Case

Since deploying its high-availability NAS environment, SiteLogic has made a few discoveries. “We are never down. The Hitachi support team is so proactive about managing alerts and providing a level of support we didn’t have with previous partners. Hitachi pre-emptively monitors the system, and if a part fails, determines the best solution. Parts are then shipped or brought over with amazing speed. We’ve never had to run at diminished capacity with this system and support,” says Rodney.
With HNAS in place, SiteLogic was able to bring the client review application in house. HNAS connects to a hosted review solution, which is partially virtualized. “We now have such a reliable storage platform. We have made the client service internal and host it from our data center. We use HNAS as primary storage for our processing solution. It gives us high-speed access to the incoming raw data and then serves as the repository for the processed data back to our hosted client online review solution. As a result, we’re saving money and streamlining how we run the business,” Rodney continues.

The e-discovery processes are faster, too, he says. “We had purchased the Nuix software a few months before implementing the NAS. Nuix is known for great speed, and the software team there told me that if I store data on a NAS system it won’t generate the same speed rates Nuix is known for. I found that not to be the case. We have had specific speed improvements over Nuix on the old SAN: Nuix runs on HNAS at speeds we’d expect as if we’d plugged it directly into the back of the machine.”

The IPRO software also is running at faster processing speeds, allowing SiteLogic to reduce the number of worker licenses needed on the SAN. SiteLogic recently added IPRO Eclipse to its arsenal of e-discovery technologies as a new data hosting offering. SiteLogic clients will be able to review their hosted document collections on IPRO Eclipse using only a web browser, from anywhere in the world.

A Look Ahead

When asked what’s next on SiteLogic’s docket for successfully managing data, Rodney had a list. “This is an exciting industry, with lots of progressive technology and continuing EDRM (electronic discovery research model) standards. Putting the high availability NAS system in place was a great evolution. We plan to continue by revisiting data retention policies to enhance how we manage data. Right now, we keep case data for 30 days unless clients request longer, then the data pushes to a basic archive. We want to move forward on our disaster recovery plan, with a 2nd HNAS system and tiered storage to facilitate the growth we anticipate. And in due course, we want to virtualize a significant portion of our environment to reduce the number of physical machines. Lots to do, and our NAS is a solid foundation from which to do it,” he finishes.