Vertical Spotlight: Talari SD-WAN for Legal Services

Executive Summary

The wide-area network (WAN) is an integral component of a law firm's communications with its clients and team members. WAN reliability and performance are critical for user quality of experience and productivity. The critical applications in legal services are VoIP, virtual desktop infrastructure (VDI), case management, time and expense tracking, and other enterprise applications. Lawyers and support staff must be able to securely access important documents and information from their mobile devices and laptops.

Many law firms are upgrading their WAN by adding Internet connections to their MPLS links to provide increased bandwidth at lower cost. SD-WAN solutions, with their ability to guarantee quality of service and WAN uptime, are becoming popular in the legal services industry. The Talari SD-WAN aggregates multiple network links into a single, virtual WAN that continuously adapts to traffic and ensures that business-critical applications are not adversely affected by underlying network issues.

SD-WAN Benefits

SD-WAN is an overlay technology that offers benefits to the network including reliability, predictable application performance and improved security. SD-WAN is a proven technology which connects 100,000's of branch and remote office across the globe. The benefits of SD-WAN include:

- Increased bandwidth capacity at lower cost
- Faster application response times - low latency
- Easy installation and configuration
- Secure remote communications
- Dramatically reduced back-up and replication time

WAN Requirements: Legal Services

Legal service companies often have multiple branch-office locations to provide services to their clients. Because of the distributed nature of the business, network connectivity to clients and employees accessing remote applications is a critical factor in keeping the business running successfully. Law firm employees rely on business applications like case management to schedule calendars, track case notes, and manage client documents.

Legal services firms require a reliable WAN with predictable performance.   Their lawyers and supporting team members must have fast, secure access to remote applications, SaaS, and centralized data. Delivery of high quality real-time communications, such as video conference and voice over IP, is also vital for legal staff to connect with their clients and internal teams.

Customer Insights in Legal Services

Many leading legal services firms have upgraded their WAN with high speed Internet links to meet the growing demands for bandwidth due to increased video, VOIP and SaaS traffic.   Legal services firms are rapidly adopting SD-WAN technology to accelerate application performance – especially for their mission critical applications (e.g., case management) and real-time communications with clients.

Leading UK-based Global Law Firm

The organization is a commercial law firm with more than 800 staff spread across 14 global offices. Key IT applications include document management, CRM, accounting and finance software. They rely heavily on Voice-over-IP (VoIP) and video conferencing to communicate between offices and with clients.

Before implementing SD-WAN, the firm was having network challenges including unscheduled downtime and poor application performance. For example, data center back-up and replication took over a week. Video conferencing quality was poor at times impeding communications.

The firm selected the Talari SD-WAN solution, which has dramatically improved remote application performance and video conferencing quality.   According to the firm's IT leader: *"Talari has been central to our strategy of getting reliable, speedy network access to all of our offices, using relatively inexpensive network links"*.

Taft, Stettinius & Hollister, LLP

Taft is a medium-sized law firm with 8 offices in Arizona, Kentucky, Illinois, Indiana and Ohio. Their critical applications include video conferencing, VoIP, email, remote desktop services, document management, accounting and VDI. The challenge for their IT group was unscheduled network outages and slowdowns, which hampered lawyers from handling legal emergencies efficiently and working collaboratively between offices to resolve cases.

Taft implemented Talari's SD-WAN solution and the result is a reliable network to support the legal team's vital communications requirements. Taft has reduced overall WAN costs via its ability to better negotiate service provider contracts. And, Taft has more flexibility with regards to new office moves and changes to the network requirements at a specific office.

Mid-Size US-Asia Legal Firm

For the director of network operations, the client's mission was to keep the global network running flawlessly for the firm's 350 attorneys in Los Angeles, New York, Chicago, Washington, DC, Beijing and Hong Kong. In the past, the firm was inhibited by its legacy carrier when it came to WAN outages and brownouts. The first step to improve resiliency was switching MPLS carriers and adding two ISP connections to each location. But still, if a circuit failed, it could take hours for network engineering to manually change over to the backup circuits. A Talari SD-WAN has improved the quality of experience for the firm's attorneys and staff by ensuring continuous network availability and predictable performance for the firm's business applications.

Talari Solutions for Legal Services

Talari provides SD-WAN solutions to enable distributed organizations to connect remote and branch-office networks by intelligently allocating more bandwidth, thus delivering superior QoS.   Talari SD-WAN enables dynamic capacity, improved reliability and greater quality of experience. Many legal services organizations have turned to Talari for greater business continuity, operational agility and application control.

Talari's network appliances aggregate multiple WAN services into a single virtual connection between locations to deliver a high bandwidth, highly reliable WAN service to global locations. They prioritize real-time and business-critical apps to deliver greater reliability and QoS, even in the case of a major network outage.

Meet the Author

Lee Doyle is Principal Analyst at Doyle Research, providing client focused targeted analysis on the Evolution of Intelligent Networks. He has over 25 years' experience analyzing the IT, network, and telecom markets. Lee has written extensively on such topics as SDN, NFV, enterprise adoption of networking technologies, and IT-Telecom convergence. Before founding Doyle Research, Lee was Group VP for Network, Telecom, and Security research at IDC. Lee contributes to such industry periodicals as Network World, Light Reading, and Tech Target. Lee holds a B.A. in Economics from Williams College.