

MANAGED PRIVATE CLOUD

LEGAL CONSULTING AND DUE DILIGENCE FIRM

UK and US-based digital transformation and rediscovery software consultancy partners with Penta to establish an impeccably secure, regulatory compliant, fully accessible location for its data.

Overview



When offering e-discovery services to clients, companies must be tangibly and demonstrably faultless in terms of both their security and compliance. This has been brought even more sharply into focus in recent years, as the volume and sophistication of data breaches and cyber-attacks have increased incrementally.

The company has almost 8,000 experts located in over 83 cities across the globe. It offers a comprehensive range of services in business transformation & strategy, restructuring, transactions, investigations, risk & compliance, policy & regulation, disputes, strategic communications, ESG & sustainability, e-discovery and cybersecurity.

By partnering with a technology partner like Penta, this company, a leading global legal consulting and due diligence firm that has helped organisations across the globe facing crisis and transformation for over 40 years, gained attestable security, speed of service and compliance.



Challenges



Despite its senior technical operators all being based in the US, the company needed to be – and remain – compliant to operate in the Dubai International Financial Centre (DIFC). This was in order to have data residency in the DIFC, conduct business there, and be seen to be operating in line with its notoriously rigorous jurisdictions. The purpose of this was to enhance trust in the brand and its robust data security systems, but also promote it to a wider global audience.

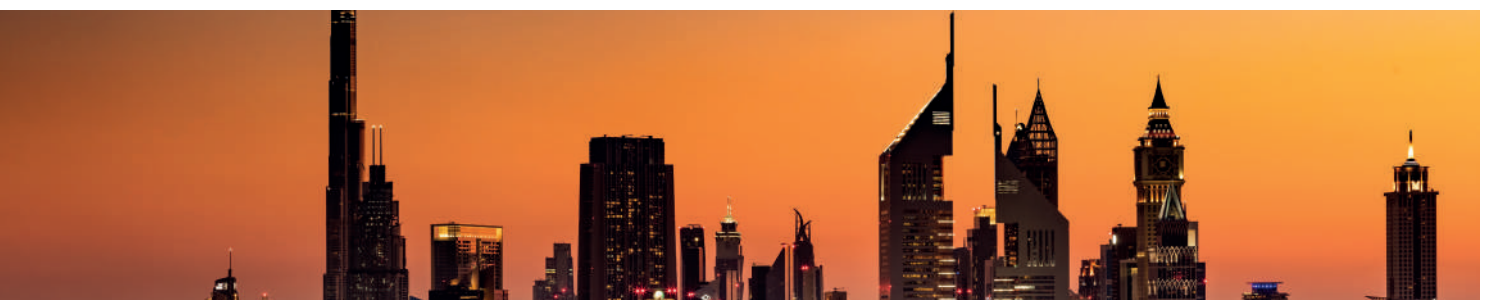
Storage without the staff

To achieve this, it wanted its data hosted within the DIFC, but without the need, time and cost implications of employing someone to manage it on a day-to-day basis and/or flying someone out from the US to respond to any changes or problems that might arise. So it essentially needed a fully managed service.

With limited data centre space available without exorbitant fixed costs, regardless of any fluctuations in the number of users it was hosting at any one time, it wanted an agile, flexible solution.

Fully managed racks

It wanted cloud-based forensics, whereby data can be stored in a third-party location, with a software layer on top that allows for searching and analysis. The company needed high bandwidth and two racks, which it wanted to have full control of, fully managed, but with no admin access for the vendor in question. In line with its strict compliance requirements, it also needed the vendor to be ISO-certified.



Solution



Penta first spoke to the company in 2019, and it took up our services in 2022, following an incredibly extensive, rigorous and robust due diligence process, which included a list of 1,200 questions that needed to be answered to its satisfaction.

Fast, reliable and safe

The company kept all its existing equipment from the US, which was then racked by our team. Our leased-line internet services through the Relativity server offer such a degree of space, security, speed and reliability that the company is now not only able to use them itself to its advantage but also offer fast, reliable, extensive and safe internet services to its clients.

The alternative was an Individual Distribution Frame (IDF) room, locked with a key, where network equipment could be stored. Although definitely cheaper, this would not have met the company's need for security, backup options, management, expertise or support. It would also be lacking a dual power supply, and the cooling would not be controlled with a generator backup – so this option was taken off the table.



Solution



Selectively gated

The provision of up to 16 static IP addresses enables a reliable connection with a particular network device for remote access applications. This means employees can access selected and selectively gated corporate resources from anywhere in the world, all whilst remaining entirely – and demonstrably – safe and compliant.

Fully Penta-managed data storage, firewalls and servers eliminate the need to employ anyone to manage them on a daily basis, or send in someone from the US in the event of any issue or change.

Fully audited

With ISAE audit reports hosted by EY (Ernst & Young), Penta is able to give globally recognised reassurance of its security and compliance credentials.

Additionally, Penta is one of the few companies that can deliver all this for SMEs operating in the DIFC, and, as the market leader, at the time it was the only company to do so.



Benefits



The company now has technical expertise on hand 24/7 – which is vital when things go wrong, but also means that on a day-to-day basis – it can pick up the phone and speak to an engineer straight away, who knows the company, its needs and its systems.

Response time

Its response time is vastly improved – queries, changes and problems, both internally and for its clients and third parties DIFC – are now addressed and solved in hours and days, not weeks and months.

Dubai has certain specialised, nuanced approaches for service providers, which aren't the same as those in any other country. With a local vendor liaison at its disposal, the company can now conduct business with and within the DIFC, despite being based in various locations across the rest of the world, because it uses Penta's extensive local knowledge to its distinct advantage.



Benefits



Watertight compliance

Thanks to Penta's Uptime Institute-certified Tier III data centre status, the company has now attained – and will retain hereafter – watertight DIFC compliance. As Penta is based in the DIFC as well as Geneva, everything follows the DIFC code to the letter, which in turn follows UK common law – a big benefit.

Internal stakeholders and external users alike can now access their data from across the globe, instantly. The speed of service and delivery for clients and the company itself has been significantly enhanced.

And because it is all remotely hosted, should the company ever need to move physical premises, or expand into a new office, town or country, it could do so with very little hassle, and maximum security assurances in place the entire time.



Benefits



Results in days, not months

This was all achieved at speed. The whole setup took just two days – not 16 to 20 days, or even months, as you'd typically expect from a larger company offering this service – and the company was able to remain 'up', agile and responsive throughout the process.

Provision, speed and quality

Such is the company's satisfaction with the provision, speed and quality of the services provided by Penta, that it is now considering extending the service. This extension would see it host everything internally on its servers, but Penta would provide it with the Citrix platform, so it could take further advantage of our extremely fast response times.

This would allow their end clients to access all their locally-hosted data in an extremely secure manner. Their data would stay where it is, but it would be securely connected and accessible from anywhere in the world through our Citrix platform.





Corporate Cloud



Dedicated, mirrored infrastructure across two data centers



Multi-site coverage – more than 10,000 users



Windows and Linux licensing



Fully managed services



CTO-as-a-Service, weekly IT strategical meetings



Dedicated technical support team



24/7 monitoring and on-call



Enterprise backup and restore with data retention of at least five years



On-going auditor-ready, regulatory compliant reports



99.999% Service Level Agreement (SLA) guarantees on the infrastructure



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