

PARTIALLY MANAGED PRIVATE CLOUD

**SERVICE PROVIDER AND LEGAL HOLD
SOFTWARE USER**

Service provider and key subsidiary of thriving global consultancy group partners with Penta to protect its faultless reputation for data security whilst supplying strategic, financial, operational, human capital and IT services to organisations across the world.

Overview



Because of the sensitive nature of its content, legal hold software must be completely impenetrable for all but the authorised parties involved. As a provider of that software, it is absolutely paramount that the UAE-based company in question can both achieve and demonstrate that, which is why it chose to partner with Penta.

The wider group employs over 450,000 staff globally and operates in over 150 countries. The UAE subsidiary in question considers key issues facing the public sector and provides timely, sustainable solutions to help communities thrive. This move is of particular significance as it is the only company in the wider group thus far to opt for separate hosting, as it is — to date — the only one opting to operate with and within the strict parameters of the DIFC.

The company wanted to be assured of its ongoing compliance with DIFC local data jurisdictions. By partnering with a local partner in Penta, it achieves this.



Challenges



The company wanted to operate with and within the DIFC, for which it needed to be – and remain – fully and faultlessly compliant. By being seen to be operating within the unique and notoriously rigorous parameters of the DIFC, it wanted to expand its reach and operations, but also fortify and enhance the confidence held in it by its existing clients. This is a key selling point for the company, which it mentions frequently in its advertising campaigns.

Expertise without the expense

It wanted its data hosted within the DIFC, without the cost, time and hassle of leasing unnecessary space. It had engineers available to manage the space, but also wanted experience and expertise on hand at all times to support those engineers if wanted or needed – so it needed a partially managed service.

Additionally, because of the sensitive nature and scale of its work, the company required a completely infallible, certified Tier III third-party data centre. This needed to be both agile and flexible, depending on the changeable number of users engaged in the service – it didn't want to be paying extortionate costs for unused space.



Challenges



The need for speed

In a similar vein, it wanted access to a high-capacity leased internet line, so that if it experienced significant bursts in any given moment or day, the bandwidth could be increased and the system would be unaffected, in terms of functionality and security, but also speed.

The company also required secure and compliant hosting of legal hold software and its data — with strictly controlled, global access for legal consultants to review and work on it.

To achieve this, it needed a fast, secure internet connection accessible from anywhere, because its data needed to be accessed completely safely by selected users across the globe. It needed demonstrably tight security, alongside the ability for data to be accessed completely safely, on a locally-held server, by selected users, sometimes with heightened security measures in place for individuals. The access needed to be tailored and enhanced, depending on the location and perceived risk of each user, on a case-by-case basis.

Full control

It wanted half a rack and it wanted to have full control — essentially a partially managed rack with no admin access whatsoever for the vendor in question. So the company needed rapid response, quick approvals and processes, data residency, and bandwidth flexibility.



Solution



Penta first engaged with the company in 2012, when it decided to take rack space from us. It took half a rack but kept all its servers, domain controllers, storage, and everything stored beyond that space.

The company has its own engineers who manage the rack space alongside our people so that Penta can provide support and assistance immediately if they have any queries or issues.

Vendor-agnostic expertise

One such instance involved an issue with the certificate authority, that is, the server within the company's environment that manages the certificate on each of the servers. The company had hit a roadblock and asked Penta for help. The infrastructure team was able to fix it straight away. The client's team has extensive system-specific expertise but wanted the assurance of an experienced, vendor-agnostic provider.

Bandwidth for bursts

Additionally, Penta has an internal 300mbps leased line. This means that as well as being subscribed to 4mbps, the company can get bursts on any single day to increase its bandwidth temporarily – at a very reasonable cost.



Solution



Hassle-free

Penta also hosts and manages Citrix servers in its own environment on the company's behalf, and there are further heightened levels of security in place for certain users. In real terms, this means adding new users and applying permissions — as just two examples — are both hassle-free, efficient processes.

Penta manages the remote access and can put additional security in place. In one instance, the company requested a computer certificate to be present, so only specific computers could be used to access the data — Penta was able to create a certificate-level authentication to satisfy that need.

Disaster recovery

Penta also has a disaster recovery site in place on the company's behalf, so if the main site were to fail, it could access the second server in Switzerland. Penta's secure VPN tunnel means that, even if that were to happen, the company could access its data from the US, at speed. Even on a day-to-day basis, it enjoys far quicker internet speeds than other companies trying to access US data in the UAE, thanks to Penta's secure site-to-site VPN tunnel.



Solution



Fully audited

With ISAE audit reports issued by EY (Ernst & Young), Penta can give globally recognised reassurance of its security and compliance credentials. Alongside this, Penta was chosen by this company because of its rapid response times, quick approvals and processes, data residency, bandwidth flexibility at a reasonable cost, and the overall level of service we provide. No matter the time of day or night, Penta has an engineer available to answer queries and troubleshoot straight away.





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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