

## Holland & Hart

### About Holland & Hart

Holland & Hart is the largest law firm in the Rocky Mountain West with nearly 350 attorneys and 13 offices in seven US states. Combining firm-wide resources, local presence, and coordinated efforts, the firm delivers integrated legal solutions to regional, national and international clients of all sizes, from emerging businesses to Fortune 500 corporations.

### Client Challenge

Holland & Hart operated a hub-and-spoke wide-area network (WAN), in which its 12 business offices were connected via a combination of Private T1 lines and Frame Relay to its main Denver office. This outdated hub-and-spoke network topology created a single point of failure and limited the firm's communications and data exchange capabilities. Moreover, the law firm's network was based on legacy technology that could neither prioritize business applications on a converged network nor guarantee multiple levels of quality of service (QoS).

In addition, growing problems with the firm's existing network service provider – specifically, lack of control over traffic, insufficient video conferencing capabilities and inefficient network management service -- compromised business operations. Finally, Holland & Hart wanted a more viable option for data recovery and business continuity.

Holland & Hart sought a cost-effective, fully-meshed network solution offering advanced network technology with a higher level of performance and better flexibility from several carriers. The firm wished to improve its video conferencing capabilities and network management services, and wanted the option to control its own routing, which was not possible with its existing managed network service.

### MASERGY Solution

After consulting with MSN Communications, a Cisco Gold certified partner and systems integrator, Holland & Hart evaluated MASERGY network service offerings. MASERGY had a proven track record of successfully implementing converged network services for global enterprises with MSN Communications.

**“MASERGY provided a higher quality experience with excellent network performance, complete network control and outstanding customer service. This was a welcome relief from our previous experience with better known network service providers.”**

— Evan Johnson  
Network Operations Manager  
Holland & Hart

Holland & Hart eventually selected MASERGY over other service providers based on a value-driven combination of cost savings, video conferencing quality, guaranteed reliability and an unmatched service-level agreement (SLA).

In collaboration with MSN Communications, MASERGY created a total network solution and implemented MASERGY's Intelligent Transport product (using both VPLS and Public IP VPNs), as well as inCONTROL Video services. MASERGY's Layer 2 VPLS service was ideal for meeting Holland & Hart's requirement to control the routing across the WAN.

Since VPLS is an Ethernet VPN that delivers a secure, scalable and easy to manage network environment with support for IP and non-IP applications, the MASERGY solution enabled the firm to extend its local area network throughout the entire WAN. MASERGY's MPLS network further helped Holland & Hart improve application performance by prioritizing the law firm's critical business applications above less urgent network traffic.

Holland & Hart also activated MASERGY's Network Analyst service at the firm's key locations to provide granular network monitoring and reporting capabilities for the law firm's WAN. This unique service--which is embedded in the network and therefore always available--provides real-time monitoring of network traffic and application performance across the WAN. This service was a vast improvement over Holland & Hart's previous management service, which provided network “snapshots” that were delayed by a few hours.

## MASERGY Solution (cont'd.)

MASERGY's advanced IP MPLS network exceeded Holland & Hart's video conferencing requirements, boasting an SLA of 100-percent in-sequence packet delivery, maximum latency variation (jitter) of less than 5ms and network recovery of less than one second for all video applications across all locations.

MASERGY and MSN Communications facilitated a well-planned, quick and seamless network service migration in just over one month with virtually no business interruption.

## Business Success

As Holland & Hart's new primary network service provider, MASERGY not only improved the firm's operational efficiency and performance, but also reduced the firm's network spending by approximately 50 percent compared to its previous network solution.

In addition, the firm's Litigation Support Group, which had previously encountered extended poor WAN performance when accessing large amounts of data on a regular basis, now consistently experiences faster and more reliable network response, thus supporting higher productivity for mission-critical trial preparations.

MASERGY's video service plane ensures the performance of high definition (HD) video-conferencing, which was not possible with the firm's old network. Holland & Hart is installing HD Video Conferencing in its law offices to ensure that high-quality video-conferencing is available to all Holland & Hart employees, improving employee productivity and reducing travel costs.

The firm's network operations team is able to use advanced management options such as setting limits on Internet browsing and dynamically increasing bandwidth to improve data replication and recovery.

Working with MASERGY, Holland & Hart has achieved a higher level of wide-area networking with superior day-to-day network performance, embedded network management, simplified and accurate billing and exceptional customer support.

***“With MASERGY, we were able to do everything they guaranteed, from real-time traffic control and bandwidth management to high quality video conferencing capabilities, giving us control and technology that is ‘light years’ beyond the competitors.”***

**-- Evan Johnson**

Network Operations Manager

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