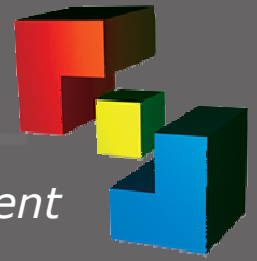




## Case Study

# Kelley Drye & Warren LLP



## Microsoft Operations Manager Deployment

THE  
**HENSON**<sup>®</sup>  
GROUP

**KELLEY  
DRYE**

### Project Vitals

**Industry:** Law Firm

**Customer Profile:** Founded in 1836, Kelley Drye & Warren has more than 300 attorneys that attend to more than 20 practice areas.

**Business Situation:** What Kelley Drye lacked to establish a truly comprehensive, sector-leading IT infrastructure was a top-of-the-line technology monitoring solution, such as MOM 2005.

**Solution:** To achieve Kelley Drye's objectives, THG architected a single-server deployment of MOM 2005 with agents designed to monitor 30 Windows servers across Kelley Drye's eight locations internationally.

**Results:** THG was able to deploy a MOM 2005 solution that achieved Kelley Drye's objectives. In fact, almost immediately after bringing the solution into production, a number of previously unknown security and performance holes in Kelley Drye's Exchange-based messaging environment were identified.

Microsoft recruited award-winning Microsoft Gold Certified Partner **The Henson Group, Inc. (THG)**, to implement Microsoft Operations Manager 2005 (MOM) at top law firm Kelley Drye & Warren LLP. Microsoft subsidized the engagement to attract interest in the lucrative legal services vertical in New York, of which Kelley Drye is a marquee player.

### BUSINESS SITUATION

When Microsoft was preparing to launch Microsoft Operations Manager (MOM) 2005 — an upgrade of its premier monitoring solution for event and performance management of the Windows Server System — it sought to generate interest in the product by subsidizing deployments for key players in certain verticals.

The highly competitive legal services industry, with its concentration of major law practices located throughout New York City, was one such market sector Microsoft was eagerly pursuing. In that space, Kelley Drye & Warren LLP, a high-profile law firm with a relationship with Microsoft, seemed a likely candidate to serve as an early adopter of MOM 2005.

Founded in 1836, Kelley Drye & Warren has more than 300 attorneys located throughout its offices in New York; Washington, DC; Tysons Corner, VA; Chicago; Stamford, CT; Parsippany, N.J.; Brussels; and affiliate offices in Jakarta and Mumbai. In its more than 20 practice areas, Kelley Drye provides legal counsel. These practice areas include antitrust, broker-dealer, commercial litigation, corporate, employee benefits and executive compensation, and much more.

Considering the scope of Kelley Drye's extensive operations, the firm was faced with the potential to benefit greatly from implementing a customized solution for centralized monitoring solution to support its Microsoft Windows servers. Furthermore, Kelley Drye was even more attractive to Microsoft as an early adopter because of its progressive approach to IT management and its mature and well-maintained technology infrastructure.

If anything, what Kelley Drye lacked to establish a truly comprehensive, sector-leading IT infrastructure was a top-of-the-line technology monitoring solution, such as MOM 2005. In fact, up until the implementation of MOM 2005, Kelley Drye did not have a dedicated monitoring solution in place. Instead, like most other companies, regardless the vertical, it used the native monitoring options in the Windows Server system. This mainly involved various manual processes for monitoring systems and events.

For such an advanced organization, this limitation placed Kelley Drye in a perpetual reactionary role that is actually very typical of many enterprises their size. After preliminary discussions, Microsoft extended an offer to subsidize the deployment and approached Gold Certified Partner The Henson Group, Inc. (THG) with the assignment.

**Microsoft**<sup>®</sup>  
**GOLD CERTIFIED**  
Partner

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## SOLUTION

In the months leading up to the MOM 2005 launch, THG's senior MOM consultants were invited to Redmond to participate in various exclusive pre-launch activities with the MOM 2005 Product Group. Therefore, THG was in an ideal position to manage Kelley' Drye's deployment.

To achieve Kelley Drye's objectives, THG architected a single-server deployment of MOM 2005 with agents designed monitor 30 Windows servers across Kelley Drye's eight locations internationally. THG's MOM solution for Kelley Drye is an event and performance management tool for Windows Server System designed to improve the manageability of the firm's infrastructure by providing comprehensive event management, proactive monitoring and alerting, reporting and trend analysis, and system and application-specific knowledge from the experts.

MOM 2005 also includes an integrated framework that provides Web-services-based interconnection for Kelley Drye with other management systems already in place and a new console that provides a view of the systems' health and access to the integrated reporting server.

And, this new version of MOM offers Kelley Drye unique built-in security features, such as the capability to mutually authenticate agents and servers, which is designed to help protect against misuse of the management system.

## RESULTS

Working closely with the MOM 2005 Product Group on the ground in Redmond and remotely from Kelley Drye's facilities was a great benefit during deployment. As such, THG was able to deploy a MOM 2005 that achieved Kelley Drye's objectives. Almost immediately after bringing the solution into production, a number of previously unknown security and performance holes in Kelley Drye's Exchange-based messaging environment were identified.

With MOM 2005 and the Exchange Server 2003 Management Pack, Kelley Drye can now use synthetic transactions to monitor the latency experienced by Outlook, Outlook Web Access, Outlook Mobile Access, and Exchange ActiveSync technology. And, it can generate warning alerts when the latency is over a predetermined threshold, allowing administrators to address potential issues before they become reality.

With MOM 2005 and the SQL Server 2000 Management Pack, Kelley Drye can also discover potential database issues much more quickly, allowing administrators to fix the issue before the user encounters a problem. With MOM 2005 and the Active Directory Management Pack, each Active Directory Domain Controller can be monitored to help ensure that tasks are configured correctly, site replication is occurring within reasonable thresholds, and end-to-end replication is occurring within service level agreements, reducing the number of logon failures.

And, State Monitoring functionality in MOM 2005 provides Kelley Drye administrators with the ability to understand, at a glance, the instantaneous health of the services and functions of managed servers. State monitoring adds to the advanced event management that MOM already provides and gives a more comprehensive view of the operational health of the managed systems.

## About The Henson Group



**Founded:** June, 2000

**Headquarters:** New York City

**Consultants:** 37 (including both full-time and part-time professionals)

**Partners:** MS, HP, IBM, Cisco, Avicode, Dell, EMC, eXc Software, K2.net, Netscaler, Network Engines

**Certifications:** Microsoft Gold Certified and Cisco Certified

**Official Microsoft Competencies:**  
Advanced Infrastructure Solutions  
Information Worker Solutions  
Integrated E-Business Solutions  
Learning Solutions  
Networking Infrastructure Solutions

**History:** Founded by former Microsoft employees from the development teams in Redmond and Microsoft Consulting Services

**Consultants:** All MS Certified, most former Microsoft engineers, and each have a minimum of three years of vertical-specific experience

**Annual Client-Retention Rate:**  
(2000 through 2004) 98%

**Annual Client-base Growth:**  
(2000 through 2004) 50%

**Company Description:** THG is an award-winning Microsoft Gold Certified Partner specializing in deploying Microsoft technologies for U.S. and international companies across 20 industry categories.

Founded by former Microsoft employees from the development groups in Redmond and Microsoft Consulting Services, THG offers clients direct access to Microsoft's product groups and technical information often not publicly available.

THG's competencies include .NET application development, infrastructure deployments, Line-Of-Business solutions, security, product training, and strategic consulting.

Delivering projects in a fraction of the time it takes competitors, THG's proprietary project management process and attention to detail consistently produces a 98% client-retention rate.

Everywhere clients need THG to be, the consultancy has operations, engineers, and partners located in countries around the world that are committed to the highest level of client satisfaction.

**To learn more about THG, please visit [www.HensonGroup.com](http://www.HensonGroup.com). For more information on how THG can deploy this type of solution in your environment, please call 800.980.1130 or e-mail [Info@HensonGroup.com](mailto:Info@HensonGroup.com).**

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