

## Business Continuity & Compliance – Letter of the Law

*ITC implement full data centre migration & deliver 700x's more network capacity for Kroll*



**In the high stakes world of litigation, the outcome of legal matters hinges on security and access to information. Thousands of legal professionals world wide depend on Kroll for secure storage of sensitive legal information and 24/7 access to that information. When unprecedented growth required Kroll to relocate their London based data centre, they turned to ITC. ITC responded by successfully facilitating the full network configuration and redesign for the migration, whilst maintaining continuous regulatory compliance and business continuity. ITC seamlessly and securely managed the full scale migration on time and to budget, resulting in superior service for Kroll's thousands of client's world wide.**

Kroll, an operating unit of Marsh & McLennan Companies - a global professional services firm whose 2003 revenues totalled \$12 billion; is the world's leading risk consulting company, employing 55,000 in 60 offices, on six continents.

Security, compliance and business continuity are an integral requirement for all of Kroll's global clients. After substantial growth and to ensure regulatory compliance, it became essential to relocate their London based data centre to a secure Tier-4 purpose built location.

Kroll turned to ITC for their expertise in secure network architecture and design. This highly complicated migration involved in part, an imposing 50 racks (holding 100 terabytes), 14,500m of cap5e cabling, and 1 km of multimode fibre. It also required a secure, scalable network redesign and strict adherence to regulatory compliance and complete business continuity throughout the engagement. ITC successfully managed the complete move to a brand new dedicated facility and met 100% of Kroll's stringent security, service continuity, compliance, budgetary, and time constraint requirements.

The project was successfully implemented and delivered by ITC in May 2006, less than 10 months from the initial engagement, with full end to end cutover completed in a staggering 72 hour time frame.

ITC provided a fully managed service for all escalation issues, incorporating risk assessment and change management issues throughout. Service to all customers globally continued securely as usual and without any interruption in service.

The new architecture is now capable of handling 700x additional network traffic. It incorporates secure tiered firewall architecture using Cisco (appliance and blades) and BSD Packet Filter technologies. In addition, to preserve business continuity, a UPS (N+1) system is available in the event of power failure. Should both power supplies fail, a battery backup ensures all racks will have sufficient energy available. To further complement, diesel generators in the new data centre are capable of powering all racks for at least 168 hours (7 days) at full capacity. Now as a result of ITC's successful migration, Kroll benefit from a far more efficient, extremely resilient, highly secure and scalable network.

### Project Highlights

- Full data centre migration-seamlessly installed within 72 hours
- 100% uptime throughout
- Physical move completed within 40 work hours
- +3% budget variation
- 13 companies involved

### Installation

- 50+ racks, 90 blade servers
- 100 terabytes of data
- 14,500m of Cat5e cabling
- 1,000m multimode 50/125 fibre cabling
- 356 category5e inter-cabinet links
- 221-cores of fibre optic cable
- 450 category5e patch leads terminated and dressed on site
- 442 sc fibre terminations
- 140+ pieces of IT kit moved
- 1,000+ man hours

### Feedback

*"ITC went the extra mile all along the way, redoing quotes and design, adapting them to the ever changing business constraints.*

*"In Oct. 2005 the project ran into some technical issues with regards to specific telecom protocols. This was a big risk in terms of costs and timescales, but with ITC's experience and involvement, a collective cost effective solution was found mitigating risk and enabling the project to be delivered on schedule and within the original budget."*

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