

# Helping customers navigate a sea of digital information



## **NetApp Keystone storage as a service enables on-demand flexibility for unpredictable workloads.**

Law firms and legal organizations generate massive amounts of data. A single court case can generate terabytes—even petabytes—of data in a short period of time. That's the challenge for TCDI, a leading provider of innovative litigation technology.

TCDI's customers rely on the company's software as a service to process and analyze more than 6 billion pages of electronic documents, making them instantly searchable, secure, and always available.

Today, the company is embracing NetApp Keystone®, NetApp's pay-as-you-grow storage-as-a-service offering. The Keystone consumption-based model allows TCDI to respond quickly to unpredictable capacity demands while removing the IT burdens of procuring and maintaining storage.

The verdict is in: NetApp Keystone is a game changer.

**Over 6 billion  
image files**

“Keystone gives us a consumption-based model that allows us to respond quickly to unpredictable changes in demand.”

Frank Bounds  
Senior Storage Engineer, TCDI

### **Nonstop business expansion, exponential data growth**

Since its founding in 1988, TCDI has grown quickly, adding resources, expanding capabilities, and innovating cutting-edge litigation tools for customers around the world. TCDI was one of the first legal e-discovery providers to offer cloud-based, end-to-end processing of electronic documents to help legal teams quickly identify critical information among millions—sometimes hundreds of millions—of pages of legal documents.

Every page that TCDI ingests is saved as a TIFF image. The text on the page is then extracted and indexed in a database, enabling rapid searching. At any moment, TCDI’s clients expect to be able to search hundreds of millions of pages of documents to find precisely the information they need to make their case.

“TCDI has built a reputation on our ability to turn data around faster than anyone else,” says Frank Bounds, senior storage engineer at TCDI. “You can’t ask a judge to move their court date out because the data isn’t ready. Being agile is critical to our business.”

In the high-speed, high-stakes legal world, there’s no time to sit around and wait for data. It needs to be available on demand, and demand is often unpredictable. Some cases take years to go to court. Others happen in a matter of weeks, or even days.

“In order to maintain the level of service our clients expect from us, we kept ourselves up at night growing file systems. That was before we brought in NetApp,” says Bounds.

### **Consuming storage at the speed of customer demand**

A long-time NetApp customer, TCDI had standardized on FlexPod® converged infrastructure from NetApp and Cisco to simplify deployment, management, and support for its rapidly growing multiprotocol environment. Today, the company is making a strategic shift to storage as a service and embracing NetApp Keystone, NetApp’s pay-as-you-grow STaaS offering.

“We started using Keystone for one of our new, large clients, and it worked really well,” says Bounds. “In this case, the customer was initially going to bring in 100TB but that quickly turned into almost 1PB. We knew the customer was going to grow, but we didn’t know it would be that much.

“One of the reasons we looked at Keystone is that it gives us a consumption-based model that allows us to respond quickly to unpredictable changes in demand. Capacity on demand is a game changer for us—especially these last few years with all the global supply chain issues that we’ve seen. We can request a bump in allocation and quickly add that capacity or immediately tap into burst capacity.”

### **Keystone: The cure for IT management headaches**

Keystone removes the IT burdens of procuring and managing storage so that TCDI can better align storage costs to business needs, accelerate time to value, and focus limited IT resources on higher-value initiatives. At the core of the solution, a NetApp® all-flash storage system supports the client’s storage, transactional data, and large SQL databases. A flat fee covers hardware, maintenance, and NetApp ONTAP® upgrades, which are managed entirely by the Keystone group.

“As the storage engineer, I like Keystone because it gives me the ability to be more responsive to my customers’ needs,” says Bounds. “At the same time, my boss likes it because he doesn’t have to worry about any of the maintenance, upgrades or other headaches that come from owning hardware. We’re a very small shop, so it’s a big burden off our shoulders.”

### The benefits of ONTAP on demand

Beyond the benefits of the NetApp Keystone consumption model, Bounds continues to see value in the features of NetApp ONTAP data management software, which provide storage efficiency, replication, and security benefits that save the company time and money.

With the relentless pace of data growth, TCDI is making the most of NetApp deduplication, compression, and thin provisioning to reduce costs and extend the time between capacity expansions. NetApp deduplication offers as much as 60% data reduction just by eliminating blank pages, reducing the company’s overall storage footprint and associated costs.

Meanwhile, NetApp SnapVault® allows the company to quickly and easily back up data to a remote site, lowering recovery time objectives from months to as little as 72 hours if necessary.

According to Bounds, “Some volumes have over 200 million files in a single volume. We have so many files in volumes that it’s almost impossible to back them up without SnapVault. We were pulling thousands of tapes a year. Now, we manage all our backup and disaster recovery with just one half-time resource.”

### VMware integrations make management easy

TCDI also has a large VMware footprint, with around 1,600 virtual machines that support its internal development environment. Developers from around the world are constantly working to develop the company’s flagship software-as-a-service offering,

which allows clients to access their data remotely through the network.

“We like running VMware on NetApp because of VMware’s integration with ONTAP. Our VMware admin especially likes ONTAP because it gives him a view into the storage environment and it just works,” says Bounds. “We moved to NFS for datastores a while back, and I don’t think anybody does NFS or CIFS better than NetApp does. We have datastores that grow quickly, and NetApp allows us to set them to auto grow; or we can manually grow them quickly. To be able to do those sorts of things with a small staff is critical for us.”

### The future is coming up Keystone

As the company continues its meteoric growth, Bounds anticipates that the Keystone consumption model will become even more important to helping the company manage its growing and unpredictable workload. And he appreciates the relationship that he has with his Keystone support team.

“My experience with the Keystone group has been really good,” he says. “They’re quick to respond to questions or issues, and I appreciate that. Keystone is like always having premium support.”



**Find out why NetApp Keystone is the flexible STaaS offering you’ve always wanted**

#### NetApp products

NetApp Keystone	FlexPod Datacenter
AFF A220	ONTAP
FAS8040	SnapMirror®
FlexClone®	



+1 877 263 8277

#### About NetApp

In a world full of generalists, NetApp is a specialist. We’re focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world’s biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services, and applications to the right people—anytime, anywhere.



© 2022 NetApp, Inc. All Rights Reserved. NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners..CSS-7256-0822