Improved customer's legal preparedness by providing accurate information by migrating to AWS Cloud

> **Up-to-date and accurate information is the currency of legal discourse. By migrating to the AWS cloud environment, we enabled reliable and secure information access to our customers any time, anywhere. The cloud-enabled applications allow for high scalability and availability, thus enriching customer delight.**

About the Client
Independent software vendor (ISV) offering products for legal firms and professionals.

An ISV, founded in 1929, provides a suite of products for legal/litigation support to more than 150,000 legal professionals, with several thousand visiting the site daily. It offers web-based software, mobile products, and legal directories to process servers, court services, staffing, and couriers.

Armed with a rich repository of a legal database, it provides customer services like:

- **eDocket:** Advanced docket searching across state courts.
- **eWatch:** Automated case monitoring to send alerts for court appearances, filings, decisions, etc.
- **ePerDiem:** Attorneys appear in court on customer's behalf, so they never miss an appearance.
- **eCalendar:** Captures appearance dates and auto-syncs to personal calendar/case management system.
- **eCopy:** Order and monitor retrieval requests for court documents and decisions 24/7.
- **eServe:** Electronic portal to file and serve demands and other documents.

Business Need
Provide seamless & frictionless customer experience.

The customers use the client's services to gain data-driven insights and relevant legal citations and precedents to build a comprehensive story of each case. Any disruption in these services can upset customer preparedness and can undermine their case's

Client Benefits

- Automated on-demand scalability to handle a spike in usage
- Enable frictionless customer experience with speedy data access
- Zero business downtime by leveraging AWS commitment of 99.99% uptime
- Reduced maintenance costs and total cost of ownership
- Support rapid growth and expansion of client business
- Created a more secured environment with improved access control
- Implemented sophisticated backup and disaster management policies
- On-time, on-budget seamless migration

strategic advantage.

The client wished to preempt the possibility of service downtime and inferior customer experience. It used Trigent's expertise to migrate its workloads and environment from datacenter to the public cloud.

Some of the challenges the client was facing were:
- Few application servers, when they crashed, took up to 4 hours to restore.
- The applications could be made operational only through a manual process. Automated deployment needed to be enabled.

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↗ The peak time load on servers led to poor performance resulting in customer dissatisfaction.

↗ Maintaining its own SMTP server was becoming increasingly difficult.

↗ Server upgrades were painful and time-consuming.

Further, they wished to reduce operational costs and total cost of ownership.

Trigent Solution

On-time, on-budget seamless migration of applications to AWS with zero business disruption

The client's business-critical applications were hosted in a data center, which slowed their ability to achieve rapid business growth and expansion. Downtime occurrences, coupled with a lack of on-demand scaling, resulted in broken customer experience.

For a reliable migration to the cloud - without any disruptions, Trigent adopted the following migration path:

Technology Stack

AWS Cloud:
EC2, S3, ALB, SES, SNS, CloudWatch, IAM

Programming:

Microsoft .NET   C#   IIS8

Database:

Microsoft SQL Server

Assess
- ✓ Infrastructure
- ✓ Applications
- ✓ Current Business needs
- ✓ Future Goals

Plan
- ✓ Migration Strategy
- ✓ Project management and program governance
- ✓ Environment
- ✓ Migration Plan

Migrate
- ✓ Infrastructure Setup
- ✓ Applications Setup
- ✓ Data synchronization
- ✓ Validation against success criteria
- ✓ Fluid migration to Trigent's managed services

↗ Trigent cloud experts carried out a thorough assessment of the client's infrastructure, studied the environment, and prepared a detailed inventory list by considering the following factors:

↗ Existing hardware, including servers, load balancers, hard disks, etc.

↗ Operating systems and security levels

↗ Applications and their performance

↗ Storage utilization and configuration

↗ Backups and disaster recovery settings

↗ Secure access to servers using VPN setup

The migration mainly followed the 'Lift and Shift' with select instances of the 'Lift and Reshape' approach.

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