“We set out to run this exercise with military precision. We achieved that and when external factors got in the way there was a very rapid response. That can be related directly to the skill and planning of HP customer support.”
Bob MacLeod, IT director for the Canary Wharf Project, Clifford Chance.

Moving even a small office needs a great deal of planning and organisation. Imagine the huge logistical challenge that faced the world’s largest fully integrated law firm Clifford Chance when it decided to move 3000 London staff and its whole IT infrastructure across town.

Having grown too large for its Aldersgate headquarters and associated buildings in The City of London, Chance decided to consolidate all its operations under one roof at the brand new Canary Wharf building in London’s docklands.

The move involved shifting more than 450 servers, the company’s HP Storage Area Network (SAN) and a partly developed Global Practice Management System.

Downtime catastrophic
Any unplanned downtime could have had catastrophic consequences so experienced help was needed.

“We went through a very thorough selection process and we chose HP based on a combination of price and the most professional approach to the task,” said Bob MacLeod, IT director for the Canary Wharf Project.

It was arranged that services could be down from Friday evenings to Sunday at the latest as HP teams moved between 40 and 90 servers every weekend over a six month period. The servers were usually up and running again by Saturday afternoon due to the teams working through the night.

Mirrored solution
Even shorter resumption times were required for critical services such as those running on the SAN which was failed back to Clifford Chance’s mirrored site in Waterloo while the physical move took place. It worked like a dream and business disruption was reduced to the short time it took to fail over the SAN.
**Challenge**

- Global law firm Clifford Chance had outgrown its Aldersgate office and associated buildings in The City of London.
- It decided to move 3000 staff and its IT infrastructure to new premises at Canary Wharf in London’s docklands.
- This was a huge logistical and technical challenge since any unplanned downtime could have catastrophic consequences for the firm’s reputation and finances.

**Solution**

- After a very thorough selection process, Clifford Chance engaged HP customer support to mastermind the move.
- More than 450 servers were moved with between 40 and 90 going each weekend over a six month period.
- Chance’s Storage Area Network was failed back to a mirror site in Waterloo to ensure continuity of service.

**Results**

- The move went with military precision and was completed without any unplanned downtime affecting the company.
- All 3000 Clifford Chance staff are now installed in the new office.
- The IT environment is complete and serving the business exactly as it did before the move.

Critical to this project were HP’s contingency plans for coping with unforeseen events. They were put to the test when the infamous New York blackout struck just as 50 email servers were ready to roll on to the lorry. Clifford Chance’s global email systems failback was in New York so it was considered too risky to move the active London servers. They were rapidly unloaded from the lorry and reinstalled.

**Solid bond**

“That was a perfect example of where HP demonstrated the level of flexibility that we required,” added MacLeod. “We must be able to communicate all the time. We can go from periods when an IT outage would be painful but survivable to another period where the damage it could do would be just unthinkable to our reputation and business. Thanks to HP, that didn’t happen.

“A very solid bond was created between the HP team and the Clifford Chance technology team. We set out to run this exercise with military precision. We achieved that and when external factors got in the way there was a very rapid response. That can be related directly to the skill and planning of HP customer support.”

---

**Customer at a glance**

**industry sector:** Legal profession  
**name:** Clifford Chance  
**headquarters:** London  
**founded:** 1987  
**telephone:** 0207 006 1000  
**number of employees:** 7,500  
**URL:** www.cliffordchance.com

**HP Services**

- Customer support masterminded the move

**Why HP?**

- HP’s response to the detailed tender document showed they had the best approach to the job.
- This was combined with price considerations.

**Technology highlights**

**Hardware**

- HP Storage Area Network (SAN)

---

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit www.hp.com.