

CUSTOMER SUCCESS STORY

MessageLabs



KHATTARWONG
Partnership in Practice

Asia's Global Law Firm

KhattarWong is building a case for email continuity

KhattarWong is a leading Asian law firm with established global alliances. Backed by over three decades of experience in the legal industry, the firm has more than 120 lawyers and professionals in offices and associated offices in Singapore, China, Hong Kong SAR, Vietnam, Malaysia, Indonesia and Thailand. The firm offers clients the advantage of being represented by internationally recognized lawyers at the top of their respective fields including banking, finance & property, corporate & securities law, litigation & dispute resolution, intellectual property & technology, shipping and tax & trusts.

“The best thing about Symantec Hosted Services’ anti-spam, anti-virus and email continuity solutions is that we do not have to maintain anything. Using SHS provides peace of mind, ease of use, and certainty for our clients and partners.”

Y S Koh
Director, Information Systems,
KhattarWong

EMAIL A CRITICAL FORM OF COMMUNICATION

In the legal industry, communications between lawyers and clients are extremely critical and time-sensitive. For example, when it comes to a stock market issue, any hesitation in carrying out the client’s instructions due to a delay in email communications could result in issues with disclosure or other legal implications.

Courts and government organizations have also begun communicating with law firms through emails. They send submissions and notifications to firms through email. This makes having a reliable email platform quintessential to daily operations for law firms like KhattarWong.

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“Email has rapidly become the standard means of communicating with our clients, and associated parties. We also use email to communicate internally across our eight offices and associated offices across Asia. Therefore, having a reliable and secure email platform is critical for our law practice,” explains Mr Y S Koh, Director of Information Systems at KhattarWong.

Azman Jaafar, Partner, Corporate and Securities Law Department of KhattarWong echoes this sentiment, “With business continuity becoming an important driver in our industry today, the ability to maintain external and internal communications via email even under the most adverse conditions has become a given service for many law firms.”

EMAIL OUTAGE CAN LEAD TO LEGAL IMPLICATIONS

For law firms like KhattarWong, the true cost of an email outage isn't simply reflected in lost revenue and reduced productivity. An outage can damage relationships with customers, partners and can lead to legal implications. KhattarWong previously experienced email outages due to server and network issues. Each time, the recovery process took several hours with employees unable to access their emails. “Today, it has become industry standard for all established firms to have such contingency measures in place, and to have these measures tested from time to time. This will give us flexibility in the execution of our business continuity plan,” said Azman.

“Having experienced downtime and a long recovery process with our Exchange Server, we needed to explore other solutions to avoid such

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occurrences from happening again,” said Liu Mei, Systems Engineer at KhattarWong.

KhattarWong then met with several vendors but their solutions proved unsatisfactory as they were centered on re-building the Exchange Server. “Other vendors proposed traditional methods which required at least one day to tear down our whole system and rebuild it again. We were not keen on this approach as our objective was to have minimal or no delay in email communications. As such, the rebuilding process was unacceptable,” explained Liu Mei.

THE TWO MINUTE CLINCHER

“After talking with Symantec Hosted Services, we decided to with their MessageLabs Hosted Email Continuity solution. Implementation was seamless and we were immediately impressed with the simplicity and effectiveness of their hosted email continuity solution. With MessageLabs Hosted Email Continuity we now have on-demand, a fully managed solution for continuous email availability and disaster recovery,” said Mr Koh. “Most importantly, with the MessageLabs Hosted Email Continuity solution, our email recovery can take as little as two minutes.”

Solutions from Symantec Hosted Services require little or no on-site hardware or maintenance. They operate on the internet cloud from 14 data centers worldwide for maximum reliability and uptime. “The problem with contingency measures like email continuity is the perception that disruption to communication in this day and age is remote. However, the fact that disruption can take place anytime ought to be reason enough for firms to

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implement a business continuity plan,” said Azman. With MessageLabs Hosted Email Continuity, KhattarWong no longer has to worry about the hardware maintenance.

“You can’t put a price on the benefits we get from working with Symantec Hosted Services. With MessageLabs Hosted Email Continuity, we now have an email system that activates in minutes, providing our users with virtually uninterrupted use of their email during planned or unplanned downtime,” explains Mr Koh. “Symantec Hosted Services also saves our IT department time and energy. Now we can focus on tasks that add value to the firm and more importantly, our clients.”