



Helient Partnership

VINSON
& ELKINS

A CASE STUDY



Inside this Study

A closer look into the partnership between Helient and Vinson & Elkins LLP.

Director of IT Infrastructure, Melanie Prevost, shares some insight about the relationship Vinson & Elkins (V&E) shares with Helient Systems LLC and how their joint efforts improved the firm's ability to achieve operational simplicity.



A Time for Change

Four years ago, V&E was facing a challenge in their company's technology infrastructure that had been on the horizon for some time—their legacy Storage Area Network (SAN) and server equipment was aging. The firm's then-current virtual desktop infrastructure (VDI) hardware was nearing a target date for becoming end of support.

Though the VDI architecture was still stable and sufficient, it would soon be unable to maintain the company's needs. While other organizations change their technology every 4-5 years, V&E leverages existing investments to maximize supportability. However, to keep up with the rapid adoption of the modern Windows 10 Desktop OS, V&E saw the need for an acquisition that would replace their machines and improve the present infrastructure.

Challenges Vinson & Elkins Faced

At the core, V&E's main issue boiled down to legacy, aging hardware. General upkeep, maintenance, and the upgrading of multiple systems required significant time spent by V&E's IT team. With the rapid pace of adoption of the Windows 10 Modern Lifecycle, V&E needed to become more agile.



While a traditional 3-tier was familiar to V&E, the firm did not want a costly system that would essentially be extinct within a few years. This investment needed to be worthwhile and long-lasting. Prevost recalls that while her team was deliberating which system would serve them the best, they brainstormed on what they wanted and needed from the new equipment. The company wished to greatly simplify management where networking, computing, and storage were housed in one area. They were at a crossroads—continue with a traditional server and storage VDI architecture or making the switch to a new hyperconverged infrastructure (HCI).

A Dynamic Partnership is Born

Prevost attended Will Fulmer's session at the International Legal Technology Association (ILTA) annual conference on *Lessons Learned from Successful Virtual Desktop Deployments* to learn more about the next generation of Virtual Desktops. While listening to the Chief Operating Officer of Helient Systems present, Prevost immediately noted that he was extremely knowledgeable about this topic, and after speaking with him further, she sensed there was great potential in a partnership with Helient.

"Will's ability to explain technical content in simplified language that anyone can understand is what really attracted me to him," explains Prevost. "He invited me to meet the entire team of Helient engineers at the exhibit hall booth. As I was introduced to the engineers, I felt a sense of comfort and enthusiasm to work with the team."

Once she returned to V&E's Houston headquarters, she kept Fulmer's team at Helient in mind, and in the Spring of 2018 the two companies decided to collaborate. In one of their meetings, Helient introduced V&E to Nutanix and taught Prevost's team the features and functionality that would make the company more productive.

The solutions that Helient was offering V&E would allow for rapid IT provisioning, single pane of glass visibility and manageability of the infrastructure, and automation, which was a huge asset, as most of the work was previously performed manually. Although they were looking for new equipment, V&E needed the HCI platform to perform similarly to their existing architecture. Focusing on serving as an integrator and maximizing the end-user experience, Helient's approach met all technical and business objectives.



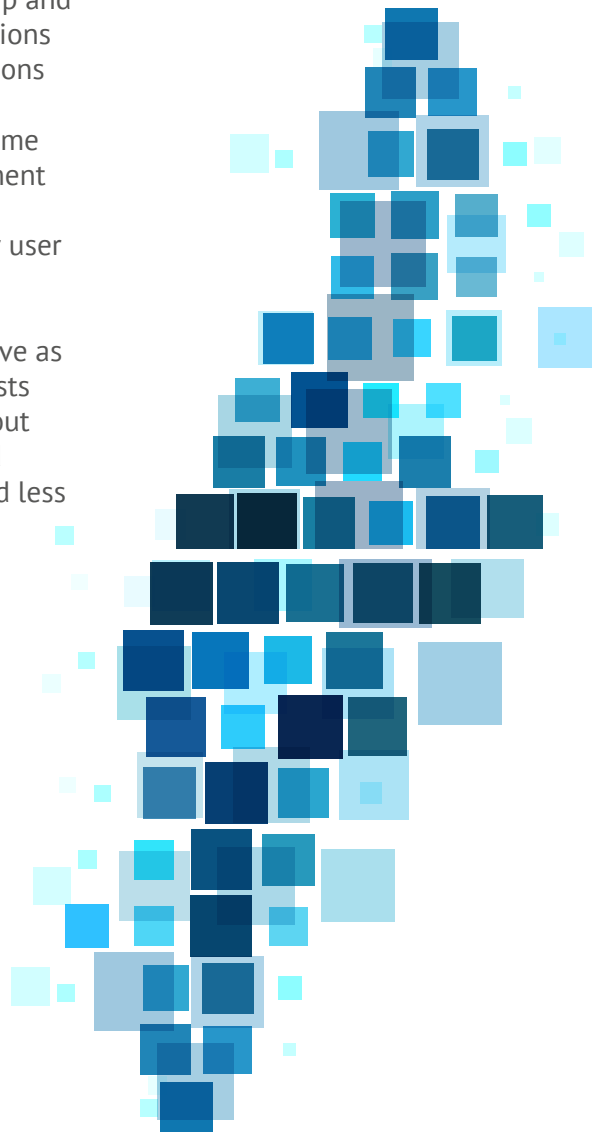


Results and Measurable Outcomes

Once the decision to move over to HCI was reached, Fulmer and his team worked together with Dell and Nutanix to quickly offer a new hardware and software solution as V&E focused on making a seamless transition. The new platform, installed by Dell took just two days per site as V&E's engineering team rapidly adopted the technology. The updated system was a simplification of their everyday tasks including the management of the entire environment from a single pane of glass, making it extremely advantageous. The firm, which relies on multiple, geographic data centers, could now perform maintenance and proactive administrative tasks through a single HTML 5 interface with a minimal learning curve.

V&E has successfully transitioned its desktop and server virtualization and remote office solutions all onto a Nutanix HCI platform. The migrations were efficient and the firm now has a new confidence in the new IT Infrastructure. Uptime availability increased and the new environment is now managed and maintained via 1-click upgrades that do not impact applications or user productivity.

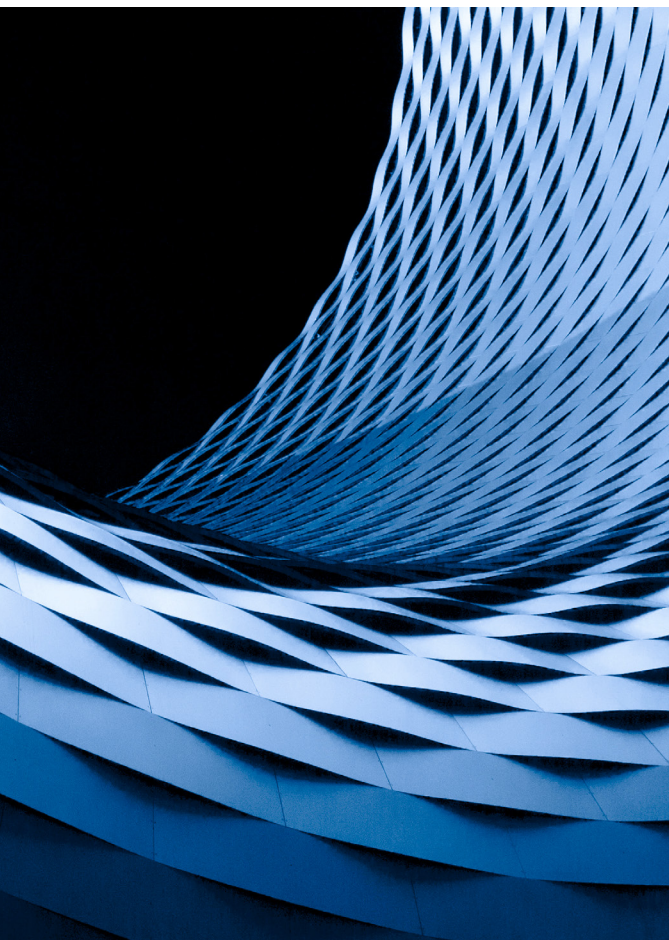
The end-user experience is extremely positive as well, and today V&E is running their own tests and managing their own environment without much supervision. They have seen increased productivity, efficiency, fewer disruptions and less downtime.





Future Outlook for V&E and Helient

Since implementing their new infrastructure, V&E has continued to partner with Helient for additional Nutanix-based products and solutions allowing their relationship to grow even further. The changes brought to V&E by Helient has also allowed the firm to be more equipped to work in more robust remote environments. Not only was this helpful during the peak of the COVID-19 pandemic, but also annually during hurricane season. V&E can pivot their work environment at a moment's notice, causing minimal disruption to daily operations.



Prevost has been beyond pleased with the partnership with Helient. She mentioned that their support and knowledge are unparalleled and their employees are more like family.

The relationship that V&E and Helient have developed is beyond that of a traditional vendor partnership. If there is an issue, the entire V&E team feels confident that Helient will be there regardless of the time, situation, or need.

“Helient is an official member of our V&E family. This year I celebrated my 25th anniversary working at V&E. There are only a few vendor partners with whom we’ve developed this level of trust and confidence. Will Fulmer and Jamie Engelhard bring a level of knowledge and professionalism that is unmatched, and we are fortunate to work with them,” said Prevost.



Helient Systems LLC, 2 Penn Center, Ste 918,
1500 JFK Blvd, Philadelphia, PA 19102
Phone: 215-298-9400
Mail: customersuccess@helient.com

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