EQUINIX CUSTOMER SUCCESS STORY
FILE & SERVEXPRESS

File & Serve*Xpress*™

E-Filing service provider speeds time to production, and delivers secure, high-performance connections through Equinix-Logicworks partnership

Results
The combination of Logicworks and Equinix enabled File & ServeXpress to:

- Accelerate time-to-production and launch the integrated SaaS platform on schedule, with ambitious goals for "go-live" production capabilities

- Confidently and securely host critical e-discovery data for its clients

- Provide unmatched performance by offering the lowest latency connectivity to national court systems

- Deploy a production system with comprehensive disaster preparedness

- Focus on R&D for new product development to maintain comprehensiveness and competitiveness of the product

Executive Overview
File & ServeXpress needed to quickly integrate two disparate product lines as it launched its integrated Software as a Service (SaaS) platform for the legal industry. As a long-time Equinix customer, with infrastructure located in the company's NY4 IBX data center, File & ServeXpress came to Equinix looking for a data center solution that included managed services. Equinix was able to tap the growing ecosystem of cloud providers across its vast network of IBX data centers to deliver a solution that included access to existing cloud customer and managed service provider, Logicworks. Its partnership with Equinix and Logicworks allowed File & ServeXpress to significantly accelerate time-to-production, enable comprehensive disaster preparedness, meet critical compliance requirements and provide the lowest latency connectivity to national court systems and other end-users.

The Customer
File & ServeXpress works at the crossroads of the legal and SaaS industries to bridge the gap between intelligent e-discovery and secure document distribution to court systems around the United States. The Irving, Texas,-based company was formed in 2012 through an acquisition of two pioneers of e-Filing and electronic service – CaseFileXpress and File & Serve, a former LexisNexis company. The combination of more than 30 years of experience in legal e-filing and secure legal document distribution created an industry leading service. File & ServeXpress has an established and comprehensive record of success helping courts around the country implement electronic filing. Its e-filing and e-service projects span 30 states and the District of Columbia with more than 165,000 registered users and 39,000 law firm clients, representing all of the top 100 law firms in the country.

As a fully integrated SaaS platform, File & ServeXpress provides end-to-end management updates, support services, help-desk support for end-users and integration of software technologies and features.

Business Challenge
File & ServeXpress faced an aggressive timeline for integrating two different products – one, a court-connected secure distribution system; the other, a platform for litigation lifecycle management, e-filing and an e-service that enables the exchange of documents throughout the legal discovery phase. The company needed to expand its data center strategy to include both industry-leading facilities and managed services from a company with a proven track record in the legal industry.

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During the evaluation phase of this project, File & ServeXpress explored a variety of potential deployment options, including purchasing or building an enterprise data center; purchasing equipment and using commercial colocation facilities; and working with public cloud infrastructure. Building and operating an enterprise data center was deemed impractical, due to the heavy CAPEX investment necessary. File & ServeXpress also decided against procuring and managing equipment, because of the overhead associated with hiring engineers to manage various aspects of the deployment.

"(Equinix and Logicworks) quickly rose to the top during our selection process due to their strategic technical insight and experience hosting secure, compliant Software-as-a-Service (SaaS) delivery platforms."

"During the discovery and planning process, their knowledgeable architects designed a well-conceived and planned IT transition. Their support and execution were outstanding."

Mel Yarbrough, General Manager, File & ServeXpress

Financially, both deployment models resulted in a less compelling return-on-investment when compared to deployment models that used a commercial service provider. However, exclusively relying on public cloud services posed compatibility and security concerns. The entire environment would have to be migrated and tested on new platforms and matched to a new model. Additionally, the company preferred not to host critical data that's subject to the legal e-discovery process on multi-tenant platforms.

Part of the scope of the project included migrating a massive archive of documents from the previous data center to a parallel storage platform. Logicworks took advantage of its position as an EMC Velocity Partner to offer a joint professional services and managed storage solution, which ensured the integrity of the File & ServeXpress data archive during the migration.

File & ServeXpress' applications required 24x7 operational availability to support the vast needs of supporting more than 165,000 clients, 45 million documents and more than 300 jurisdictions nationally, including statewide installations in Delaware and Texas. Logicworks was able to provide the high availability hosting environment to meet these needs.

Solution and Value Realized

As an existing customer, File & ServeXpress was familiar with Equinix's extensive ecosystem of cloud service providers. Equinix, meanwhile, recognized the company's need to directly connect to a cloud provider and offered File & ServeXpress a solution from Logicworks within Equinix's NY4 IBX facility. With Logicworks and Equinix, File & ServeXpress gained valuable allies to support the integration of these platforms within a highly connected and secure data center environment. The combination of Equinix's International Business Exchange™ (IBX®) data centers with Logicworks' expert managed services supplied the infrastructure and the expertise to confidently launch and manage this critical service.

After careful evaluation, File & ServeXpress concluded the best solution was a hybrid model offered by Equinix customer, Logicworks, that included 'bare-metal' components for database and document storage, combined with private cloud technology for the application stack. File & ServeXpress also chose Logicworks because Logicworks was prepared to work as a full partner on its business strategy and deliver the responsiveness the company needed to drive innovation more quickly than ever.

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Logicworks' strong track record hosting compliant healthcare and financial data, including statewide Health Information Exchanges around the country, made it a natural choice to host the critical data and applications for File & ServeXpress inside an Equinix IBX. Logicworks delivered a fully tailored cloud computing, managed hosting and managed colocation solution, allowing File & ServeXpress to run a complex multitenant SaaS application. Given the nature of case documents, File & ServeXpress had rigorous security and data integrity requirements. Logicworks engineered a scalable solution, including a hybrid of physical IT infrastructure, private cloud computing and a geographically diverse data recovery site. Logicworks has also acted as an extension of File & ServeXpress' internal IT operations, providing project management throughout the migration process and helping File & ServeXpress realize maximum infrastructure efficiency to support growth in its market space.

As a result of working with Equinix and Logicworks, File & ServeXpress was able to accelerate time-to-market for its SaaS platform and deliver unmatched performance levels and connectivity for its customers to national court systems. And the security provided enabled them to confidently host critical e-discovery data.

Why Equinix

File & ServeXpress has successfully completed vertical integration of their e-discovery tool with their document distribution platform. Platform Equinix™ allowed File & ServeXpress to deploy into a facility that fully supports the physical and environmental access controls needed to meet industry compliance standards and support their customers. Additionally, File & ServeXpress can now provide an environment that supports the security requirements needed to host data that is subject to legal e-discovery. Equinix's rich ecosystem of partners and connectivity options includes access to over 975 network providers globally and ensures that File & ServeXpress end-users are able to quickly file and service electronic civil documents nationwide. By using Equinix to deliver and manage critical data center infrastructure, File & ServeXpress was able to deploy into a mission-critical facility and avoid making significant CAPEX expenditures in data center infrastructure, while maintaining the highest levels of support and disaster preparedness. As the company grows, Equinix's extensive nationwide footprint will enable File & ServeXpress to reduce the distance between its infrastructure and end-users by distributing its deployment geographically, ultimately improving end-user performance.

File & Serve Xpress™

About File & ServeXpress
File & ServeXpress provides a web-based digital gateway between the legal community and court systems with access to universally compatible e-Filing and document management technology that meets the needs of all types and sizes of courts, firms, cases and practice areas. It has existing e-Filing and/or e-Service projects spanning 30 states and the District of Columbia with more than 165,000 registered users and 39,000 law firm clients, including all of the top 100 law firms in the country and manages more than 45 million secure document exchanges per year.

GLOBAL DATA CENTERS

100 Data Centers
10M+ Square Feet
99.999% Uptime Record

INTERCONNECTION

975+ Networks
128,000+ Cross Connects
100% of Tier 1 Network Routes

BUSINESS ECOSYSTEMS

Equinix Marketplace™
4,500+ Businesses
Revenue Opportunities

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About Equinix

Equinix, Inc. (Nasdaq: EQIX), connects more than 4,500 companies directly to their customers and partners inside the world's most networked data centers. Today, enterprise, cloud, networking, digital media and financial services companies leverage the Equinix interconnection platform in 32 strategic markets across the Americas, EMEA and Asia-Pacific.

By connecting directly to their strategic partners and end users, customers are forming dynamic ecosystems inside Equinix. These interconnected ecosystems enable companies to optimize the performance of their content and applications and protect their vital digital assets.

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