Consistent throughput – consistently

Cloud hosting/infrastructure provider to law firms recommends Data Expedition, Inc.® software to clients to solve frustrating mega file transfer latency issues critical to litigating cases successfully

"If you have enough bandwidth, Data Expedition can use it to transfer. That, topped with a consistent upload rate, removes latency from the equation. What does that give you? Consistent throughput – consistently."
   — Tagg Madden, Solutions Architect, Managed Technology Services LLC

Overview

Managed Technology Services LLC (MTS), an HBR Consulting and LexisNexis solution, is a trusted data-hosting service provider to the legal industry and a leader in infrastructure and cloud hosting services. For more than a decade, MTS has collaborated with clients, including 25 percent of the AmLaw100 (the top-grossing law firms in the U.S.), to manage infrastructure, systems performance, cost, and risk.

The company, based in Dayton, Ohio, hosts data and applications with the highest security standards, making it possible for law firms to upload "oceans" of uncorrelated data to their own end-to-end cloud environment provided by MTS. Once this data is in the cloud, law firms are able to process it and view it all online for use in litigating cases. Unfortunately, traditional file transfer solutions can take several hours to transfer the data, plus requiring hours on each end to package and unpackage it, resulting in frustration by legal teams over time lost waiting for case-critical files to become accessible.

Challenges

MTS provides their customers secure virtual machines, file storage space, and network bandwidth to manage and make usable massive amounts of data. This data may include emails, tiff images, Word docs, and spreadsheets – sometimes tens of thousands of tiny files, totaling several hundred gigabytes in size, uploaded at one time.

Transfer of this data to cloud servers would typically be done using FTP, the venerable File Transfer Protocol based on TCP. As with all TCP technologies, it is limited by

network latency. The further away you are from the server, the slower the file transfer. For example, if a law firm had 10 gigabytes worth of uncorrelated data that had to reach a destination 3,000 miles away, the data could take several hours to transfer. But first the files are typically zipped into a single archive, adding many hours before the data even starts moving and many more hours to unzip on the other end – an extremely slow process for law firms who need their case files now.

"In the practice of litigation, time is money. The quicker our clients can get their data uploaded, the quicker they can process it and get it online, and the higher the chance they can win the case," said Tagg Madden, solutions architect, MTS. "They have to get the data fast – it's crucial."

Solutions

In 2009, the team at LexisNexis, now MTS, evaluated options to solve this issue for their clients and came upon Data Expedition, Inc.® (DEI®), and their UDP-based solution that is not bound by latency. DEI's file transfer software, ExpeDat™, is able to use all available bandwidth, and is not impacted by geography. Trying to solve the inherent issues with TCP would be like trying "to change the speed of light," according to Tagg. Instead, ExpeDat uses DEI's proprietary Multipurpose Transaction Protocol® (MTP™) technology that makes transfer speed faster, predictable, and consistent. Transfers that took hours now take minutes. Transfer times can then be further improved as needed by increasing the size of the pipe (that is, bandwidth). By using all available bandwidth for the file transfer, clients get the bandwidth they are paying for rather than just a fraction, a problem typical with TCP.

Another bonus? DEI's Streaming Folders eliminates the need to zip and unzip files at each end. When using this capability, MTS clients can send millions, or even billions, of tiny files with the same throughput as one file. For the heavy power users in the litigation space, this is a great feature and solves their primary complaint, the need to get their files online as fast as possible while reducing the number of steps needed to do it.

Madden added, "I tell our clients I can guarantee faster speed without having to move their office closer to where they have to transfer their files. With ExpeDat, MTS's customers are able to completely remove the issue of unknown transfer time, because distance is irrelevant."

About Data Expedition, Inc.
Data Expedition, Inc.®(DEI®) is the creator of the world's only data transport software that instantly adapts to fully utilize any network path, maximizing the throughput of existing network infrastructure. Since 2000, DEI has provided data transport solutions to the world's largest companies across nearly every continent and industry. The company's patented MTP™/IP technology uses unique flow-control and error recovery algorithms to achieve high-network efficiency across all IP networks. Companies using DEI's solutions can automatically transport data as fast as the underlying infrastructure will allow without human intervention at a fraction of the cost of other solutions. For more information or to download a FREE trial of ExpeDat for the cloud, please visit www.DataExpedition.com.
Follow us on Twitter and LinkedIn.

Additional Contacts:
info@DataExpedition.com
www.DataExpedition.com
+1 617-500-0002