

[Vedder Price]



Major Chicago law firm chooses GramTel services to ensure security of communication systems

You probably have experienced the frustration of not being able to access your computer data for a few hours. For individuals, it's annoying and just a bump on the superhighway.

Now imagine that you are a well-established general practice law firm with a world-class reputation in important areas of practice, including asset-based finance, banking, executive compensation, investment services (mutual funds), and aircraft and equipment finance.

Downtime equals disaster.

“We’re incredibly dependent on technology.”

“Our entire business is based on our ability to communicate with our clients regarding contracts, agreements and litigation – 24 hours a day,” said Maureen Durack, Director of Information Services for Vedder Price. “Our clients trust us and take it for granted that we’ve covered all the bases, but their expectations have changed. We can no longer just say, ‘we’re covered,’ because clients want to know details,” she added.

Those “details” are now being built into a disaster recovery plan since Vedder Price partnered with GramTel to secure its communication systems. And with offices in Chicago, New York City and New Jersey, it was important to look outside of those locations for protection.

“We had been doing backup internally at our New York and Chicago offices. Then we attended a marketing seminar and heard about GramTel, a South Bend, Ind.-based company. That location made a whole lot of sense to us. We had considered a facility near O’Hare airport, but that was still too close to our office,” said Durack.

“People don’t realize how cost effective a South Bend location is. There’s just no comparison. They had the facility we needed, and were close enough (but not too close) to Chicago. We’re currently using rapid recovery, co-location, tape rotation backup and we’re leasing disk space.”

In the past, Vedder Price was concerned about outages and being shut down during upgrades to their systems. They recently conducted a wholesale upgrade of their Website and swung incoming traffic to GramTel during the switch. It was a safe, comfortable situation for them and “nobody noticed,” said Durack.

She added, “I’m not sure that a disaster recovery plan is ever ‘done.’ We continue to work with GramTel to refine and build on what we’re doing.” Internal recovery is “like insurance. It’s there if you need it – like having a backup car in the garage. In cold, nasty weather, one car may not start, but you can swing to the other. It’s already there. Just like GramTel,” said Durack.

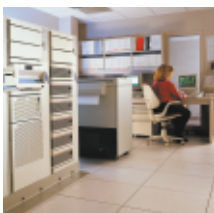
People first. Technology second.

“After 9/11, we took a good look at our backup systems and asked ourselves how ready we really were. We began to test, refine and expand our systems. When we began to work with GramTel, one thing was very clear: during a disaster, we need to rely on **people** – not just recover documents. And the **people** at GramTel have been excellent!” she said.

“We knew that a disaster recovery company didn’t have to impress people until a disaster actually happened. We realized that we had made the right choice in choosing GramTel, because they impressed us from the start – and they didn’t have to! From the tech people and professionals who handle the programs through everyone in the organization, we work with smart, resourceful people.”

“They set up our site and were with us the entire time, answering questions and helping us troubleshoot problems we had. They just got the work done. We’ve often commented about their integrity. If we had gone with IBM or SunGard, we know we would not have received the attention of the president and other top-level personnel that we got from GramTel. It just wouldn’t have happened. We’re happy to talk about them to anyone who will listen,” said Durack.

For more information about Vedder Price and its services, visit www.vedderprice.com.



GramTel[®]

Safe. Secure. Compliant.

[Why Choose GramTel?]

Information Technology has never been more important than it is today. Your computer systems and data are the lifeblood of your organization, and you must do everything in your power to keep them protected.

Whether you're worried about hackers, natural disasters, blackouts, or just old-fashioned human error, GramTel can prevent and respond to these types of emergency events and more, giving you peace of mind and helping your company stay focused on your customers – and your bottom line.

From our facilities to our technical staff, we offer unique solutions that the competition simply cannot provide. We're not flashy, we don't hide behind contracts, and we don't put you on hold or make you talk to an operator for an hour when you need to reach us. We believe that even though you'll pay less with GramTel, you should still be able to expect more. And we deliver on that every day.



The heart of our organization is as follows:

The mission of GramTel is to help our customers prevent and respond to emergencies that may cause information technology systems to become unavailable.

We will achieve our **mission** by focusing on specific **core values**, including:

Promoting personal relationships among our employees, investors and customers in an “all win” atmosphere.

Insisting on integrity at every level of our business, among every audience, to build trust and confidence.

Exhibiting passion for what we do, every day.

Offering growth opportunities to everyone who is excited and willing to join us in our quest to be the best at what we do.

For more information about our people and our services, call 574.472.4726. We'll be happy to tailor a safe-site solution for your business-critical data.

