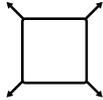




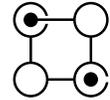
Eliminated hardware and support costs by dramatically reducing on-premises footprint



Gained the ability to add or subtract hosts instantly for fast scalability with minimal cost and effort



Better prepared for disaster recovery with scalable and highly secure cloud environment



Accelerated migration to the cloud by maintaining familiar VMware infrastructure and processes

# George Sink Supports Growth and Security with VMware Cloud on AWS

A sudden injury or disability can dramatically affect someone’s life. For the past 40 years, the legal team at George Sink, P.A. Injury Lawyers has helped more than 40,000 clients navigate insurance, public assistance and legal systems to get the support they need during times of stress.

The firm operates from 15 offices across South Carolina and Georgia, and it continues to expand to new cities and towns across the region. To support the growing firm, CIO Timothy Mullen decided to bring the infrastructure into the cloud for greater agility, scalability and enhanced disaster recovery. “VMware Cloud on AWS gives us the right mix of performance and simplicity that we need to keep meeting demands and serving clients across the Southeast,” says Mullen.

## Building on an agile cloud infrastructure

George Sink has grown steadily by taking advantage of opportunities for both expansion and acquisition. New opportunities may come without warning, so the IT team needs to be ready to support growing capacity and performance needs at any time.

Initially, George Sink handled this growth by expanding its data centers physically. This involved a significant time and cost investment for each new office as the IT team would need to purchase new equipment, install and maintain it, and continually adjust configurations across the data centers.



For more than 40 years, George Sink, P.A. Injury Lawyers has helped thousands of injured and disabled people get the money and support they need. The law firm has 280 employees operating across 15 offices in South Carolina and Georgia.

### INDUSTRY

Other

### HEADQUARTERS

Charleston, South Carolina

### VMWARE FOOTPRINT

VMware Cloud™ on AWS  
 VMware vSphere® 6.7  
 VMware NSX®  
 VMware Horizon® 7.11

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At the same time, the increasing number of hurricanes along the coasts of South Carolina and Georgia made Mullen realize that the firm needed to strengthen its disaster recovery strategy. Because many cases are time critical for clients, the firm can't risk downtime to reboot servers, restore databases and wait for new equipment.

"Continuing to rely on a physical data center model restricted us in many ways," says Mullen. "We made the move to the cloud to support greater agility and security."

### Tapping into proven, familiar environments

For Mullen, the decision to work with VMware Cloud on AWS was straightforward as the solution delivers the strong performance and familiarity of the traditional VMware infrastructure in a scalable, fast and highly secure cloud environment.

The combination of VMware and Amazon offers a powerful framework for George Sink. Amazon Elastic Compute Cloud (EC2) resources provide extra redundancy. Pre-built application solution bundles and integrated solutions also give the firm a way to immediately enhance the environment, such as by adding SD-WAN to provide secure VPN access through the Amazon Virtual Private Cloud (VPC).

"We love the integration and compatibility of our VMware environment," says Mullen. "We of course performed our due diligence and fully explored other solutions, and identified the respective requirements and dependencies of those platforms. But it didn't make sense for us to look more seriously beyond that as we didn't want (or need) to invest resources to rebuild our entire infrastructure to accommodate their way of doing things. VMware Cloud on AWS allows us to maintain our familiar approaches to managing and enhancing our IT environment, which has made our move to the cloud much easier."

One of the most critical applications running on VMware Cloud on AWS is VMware Horizon 7. George Sink virtualizes all desktops and apps through Horizon, from Google Chrome to specialized case management and accounting software. The firm recently switched to named user licensing to provide a single point of licensing.

"VMware Horizon 7 allows us to maintain tight control over work environments while providing flexibility, so our staff can work however and wherever they want," says Mullen.

George Sink continues to use its on-premises data center to support telephony solutions for its busy call center. Telephony remains an important part of the firm's operations, particularly as many clients call for initial consults. VMware vCenter Server® delivers the high availability, redundancy, failover and optimization capabilities the firm needs to keep its in-house-managed call centers running smoothly, no matter how many people call.

### Boosting agility and simplicity with a lower cost

With VMware Cloud on AWS, George Sink is dramatically reducing its on-premises footprint. As a result, Mullen has nearly eliminated expenditures on hardware and support contracts. He also doesn't need to worry about increasing IT staff to keep up with growing demands on the business. Staff are freed from day-to-day hardware maintenance, so the team now focuses more on process and procedure development by solving process problems and actively contributing to the operational aspects of the company.

In addition to reducing costs, VMware Cloud on AWS boosts agility to the firm's operations. If there is a big case, marketing campaign or acquisition opportunity, Mullen can spin up additional hosts, fully provision new servers, build a new desktop pool and get the project moving without any impact on production. When the project is complete, Mullen can simply delete the extra hosts.

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TIMOTHY MULLEN  
CIO, GEORGE SINK, P.A. INJURY LAWYERS

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“We talk about elasticity in data center environments, but I didn’t realize what a difference working with VMware Cloud on AWS would make,” says Mullen. “In the time that it would previously take us just to install the hypervisor, we now have any number of hosts ready for migration. It’s zero to production in an hour. All of those things that I previously wished I could do with the environment are now a reality with VMware Cloud on AWS.”

George Sink takes advantage of the agile VMware Cloud on AWS environment to better prepare for disasters, as well. Mullen extended the existing backup and recovery solution from VMware strategic technical partner Veeam to cover both on-premises and cloud resources. With Veeam and the agility gained through VMware Cloud on AWS, George Sink can quickly roll out hosts and replicate workloads as needed.

When a hurricane threatened South Carolina, workers temporarily moved from the Charleston office to other offices farther inland. The migration worked perfectly as the IT team didn’t need to move equipment or add capacity to an existing data center to support the influx of personnel.

“VMware Cloud on AWS allows us to switch from a reactionary disaster recovery plan to a proactive strategy,” says Mullen. “We’ve got all of the pieces in place so that even if something happens, we can quickly get our staff back to work for our clients.”



## Bringing newfound confidence to IT

The George Sink IT team is now ready for any challenges or opportunities that come their way. If the firm has a chance to build a new office or acquire an established firm, Mullen can quickly expand capacity and get the new office online faster than ever.

“It’s hard to put into words what a difference VMware Cloud on AWS gives to our firm,” says Mullen. “I’m no longer bogged down with technical challenges and can concentrate on providing more value to the firm through fast IT support and proactive preparation. We’re ready for anything that comes our way to keep our firm running smoothly for our clients.”



With #VMware Cloud on AWS,  
@SinkLawFirm gains the agility and security  
to support its rapidly growing legal business.