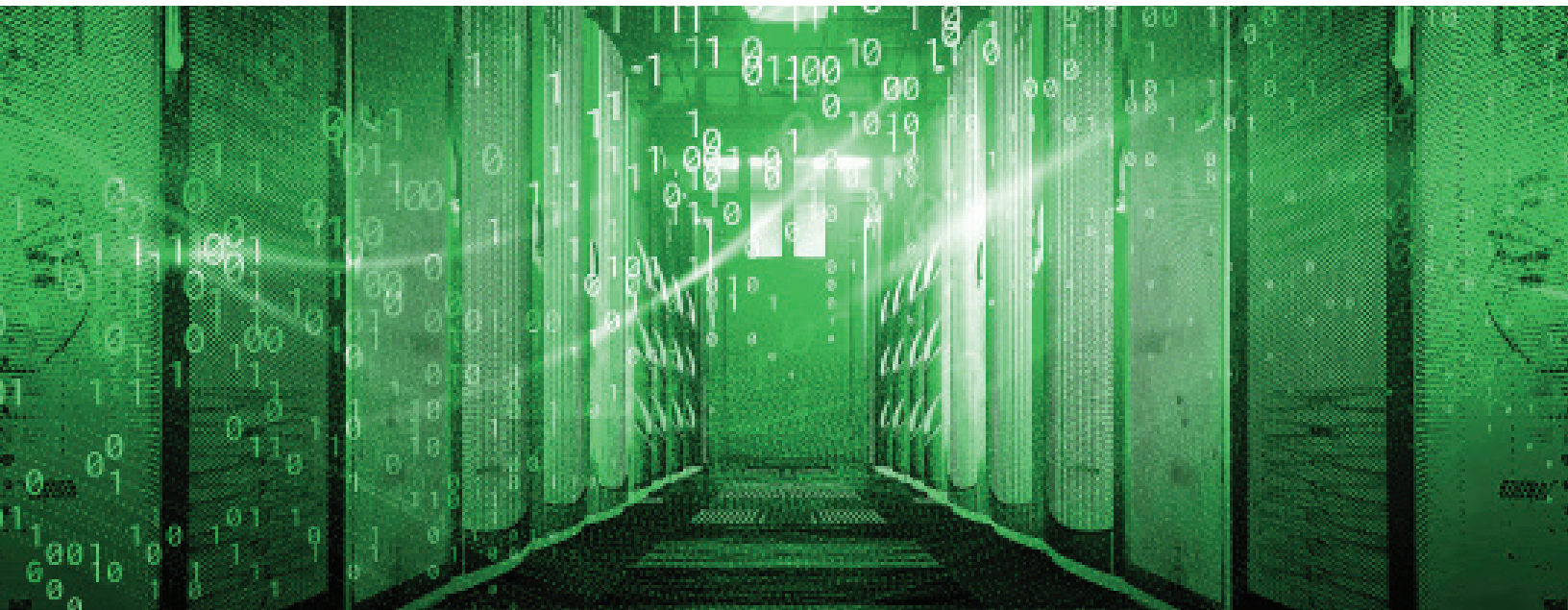


## Case Study: Capitol Services, Inc.

### Industry: Legal Services



Capitol Services, Inc. earns the business of corporate and legal professionals across the nation every day, one customer at a time. And, with a personal touch.

# Legal Services - Capitol Services, Inc.

## CHALLENGES:

In an effort to keep up with cutting-edge technology and evolve their IT architecture strategy, Capitol Services sought a highly secure data center storage solution to prioritize the protection of their client data and vital business applications and also deliver high-availability uptime after blackouts adversely affected the corporate data center. Their top areas of concern were security, selecting a location to mitigate risk, and delivering high-touch customer service.

“We pride ourselves on not having anything in the cloud; security is a huge concern for our legal customers.”

## 1. ENHANCED USER EXPERIENCE

### Local Infrastructure

Ability to establish a secure, and localized presence for data protection and compute that delivers 100% uptime.

### Interconnection Ecosystem

Streamline business interconnection requirements with simple integration and access to an ecosystem of network providers.

### Performance

Integrate all physical compute systems and efficiently serve clients. Improve decision making with real-time insights collected and processed near data source.

## 2. MITIGATE BUSINESS RISK

### Reliability

Accessing robust enterprise-class IT infrastructure, premium power availability, cooling, and built in redundancies with no need for significant capital investment or long term commitment.

### Business Continuity

Facility teams take active measures to protect their facilities, with stringent emergency preparedness protocols, protecting their customers' IT assets and business continuity.

### Security

Enterprise-class performance reliability wrapped in 8 layers of security from street to cabinet, safeguarding mission critical data.

## 3. PARTNERSHIP OUTCOMES

### Remote Hands

On site, highly knowledgeable personnel perform tasks with immediacy when local IT team cannot be present at the data center.

### Professional Services

Technology and professional services extend customer IT teams to keep pace with competitive demands.

### Compliance Audit

Reduce business risk by simplifying regulatory compliance with standardized IT policies and customer visibility of all audit records.

# Legal Services Colocation Case Study

## SECURITY, LOCATION, PARTNERSHIP

### THE CHALLENGE

Capitol Services needed to transition IT assets to a secure colocation partner and local provider to guarantee uptime requirements.

With digital initiatives underway throughout their national platform, Capitol Services required a secure environment to protect client data. “We sought a provider capable of delivering maximum resiliency, multi-layered security, and compliance in a convenient location near our headquarters. We chose the Austin metro due to its low risk of natural disasters.”

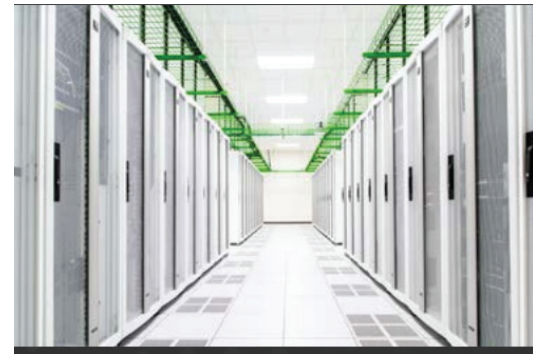
Data security and availability are top of mind for legal services firms. Capitol Services has provided a full range of corporate, registered agent, and lien services for over forty years. Their customers count on the privacy of their data, and the business depends on applications that offer key online services and rapid data transfers.

### THE SOLUTION

#### Security

Respecting client data privacy is both business-wise and governed by law. Capitol Services provides reliable legal services nationwide. Their customer commitment protects data in motion to meet the evolving data security and privacy requirements. Since security plays an integral role in their product solution, Capitol Services sought a colocation provider that satisfied their security and compliance requirements.

Capitol Services relocated their servers and data away from their headquarters and prior data center provider for peace of mind because Element Critical’s data center employs multi-layered security measures. Everything from the building’s shell, networks, and mechanical and electrical systems are constructed to prioritize security and resiliency. The data center is further equipped with advanced surveillance monitoring systems, multi-factor authentication for access, and 24x7 personnel monitoring of the site to



“We sought a provider capable of delivering maximum resiliency, multi-layered security and compliance, in a convenient location near our headquarters. We chose the Austin metro due to its low risk of natural disasters.”

-Greg Wente



offer real-time updates for customers. With colocation, Capitol Services is poised to focus on its core competency, knowing its hardware is secure in our optimal environment, and the data center is SOC-compliant and continually audit-ready.

### Location

Capitol Services has an office in Austin, Texas, and they understand the benefits of sourcing local service providers. Their original data center provider was located in a 100-year flood plain. They not only wanted to remove that risk but also selected Austin because it is a safe zone from hurricanes, earthquakes, tornadoes, and heavy storms. Familiar with the region and area of town, Element Critical is positioned well outside flood plains and at a highly secure location. Redundant fiber lines were not something easily replicated at their headquarters. Element Critical offered

blended bandwidth, diverse fiber pathways, and a host of network providers. The interconnection services cost less than what they were paying prior, with a substantial increase in performance and speed they did not expect.

With the location and performance priorities met, Capitol Services further values the day-to-day convenience of additional business amenities such as plentiful parking and office space. These conveniences made the decision to transition their on-premise data center to an Element Critical data center a comfortable solution.

### Partnership

Capitol Services IT personnel can regularly visit the facility and build relationships with Element Critical's expert engineers and executive teams to gain insight and find solutions ahead of any issues that may affect their business

continuity.

They value the impact a positive provider partnership and the impact it has had on their organizations' success. Greg Wenthe shares, "as soon as we pull up to the gate, the team is available. The service team is impeccable, friendly, and always willing to help out. I don't get that with other data center providers. Not at all."

## ABOUT CAPITOL SERVICES, INC.

Capitol Services has provided a full range of corporate, registered agent and lien services for over forty years. The key to their success is hiring great employees and keeping them with an unrivaled passion to provide "friendly, efficient, and cost-effective service to their clients."

To learn more about Capitol Services, visit <https://www.capitolservices.com/our-story/>.

