

▶ CIO Spotlight: 3 Ways a Next-Generation Email Archive Delivers True Business Value

Email archiving is a little bit like driving your reliable car. You expect it to operate smoothly, day after day, and do not necessarily plan for any crisis events such as a sudden engine failure. That is about the same perception many enterprises have about email. They don't worry about backup, about archiving, about eDiscovery, until, as one IT administrator said, "something goes wrong." As the CIO whose diverse responsibilities includes budget control, cost avoidance, risk mitigation, data management and supporting the operational excellence of the enterprise as a whole, email archiving may not always be top of mind. Until something goes wrong.



The growing data volume, the transition to the cloud and BYOD, the increasing reliance on email as a legally weighted document – all of these factor into the need for CIOs to take a closer look at the email archiving solution they have in place. A robust, enterprise-class email archiving solution will provide the search, eDiscovery and efficiency you, as a CIO, must have to support your organization's overall business value objectives.

In this CIO Spotlight brief, we examine three areas where an advanced email archive delivers true business value, areas where anything less than an enterprise-class solution will cause headaches, when, inevitably, something does go wrong.

ONE: COST AVOIDANCE

If your enterprise's legal or HR department needed to collect the email history pertaining to a court action or an employee health claim, how quickly and thoroughly could you fulfill that request? In the case of the Temple University Health System, Commvault's Compliance Search made a huge difference in the outcome of an employee claim relating to long-term brain injury care. Temple discovered two critical pieces of email were missing, emails that documented the State of Pennsylvania would honor the claim. Email archives were the only solution to retrieving the emails. Commvault's email archiving solution can retrieve 7,000 emails in ten minutes, compared to having to get a tape, load it into a library, and then painstakingly search for a critical email. Fortunately, Temple was able to retrieve the emails quickly, via Commvault's superior search and eDiscovery capabilities, and prove the validity of the claim. As the IT administrator said, what would have taken hours via old-fashioned tape and search, was accomplished in seconds via Commvault. The result: a \$800,000 savings to Temple University and further validation that a sound email archiving solution should be an essential element in every CIO's budget.

TWO: COMPLIANCE AND INFORMATION GOVERNANCE

Temple University's filing of a health claim was a dramatic event with significant financial liability at stake, but what about the potentially hundreds of other events each year in which an enterprise is asked to proffer documents that have legal weight in compliance with various federal, state or even local regulations? An efficient, centralized information governance solution is essential to meeting compliance

Through 2015, at least 70% of enterprises will have the potential to reduce their I&O costs by 25% or more.

SOURCE: GARTNER

Is Your Data Secure?'

Is Your Data Secure? Bring Your Own Device (BYOD) in the enterprise is here to stay, creating new data security challenges as employees move data to the cloud and through diverse channels – laptops, tablets, phones, desktops. Here are 9 data points to consider as you develop your BYOD strategy.

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requests, and equally important, to managing the archiving of data that is relevant and setting in place policies to eliminate data which is not. Also critical is the amount of IT personnel time saved if these data files can be retrieved efficiently.

Email is a key contributor to the plethora of data files that must be archived. Commvault's ContentStore enables email to be stored in a centralized, virtual repository which provides streamlined discovery for IT, Legal and Compliance teams.

Within the virtual repository, Commvault puts a fine point on data management by classifying information according to its business, compliance or evidentiary value. Departments can set rules for data retention based on content and the data can be tiered so that the right data is moved to the right storage. This organization enables the efficiency and fast response your enterprise needs when compliance deadlines occur. Commvault also allows for automated reporting for auditors to significantly reduce response times for an internal or external audit.

THREE: OPERATIONAL EXCELLENCE

McKinsey Global institute estimates 28% of an employee's work week is spent reading or answering email, and 19% spent searching for and gathering information.¹ That's almost half of the work week spent on data related activities. Commvault is committed to helping enterprises attack time wasted searching for emails because the organizations lack an enterprise-class archiving solution. Commvault's software for Email Archive solution increases productivity, reduces compliance risk, and improves insights by integrating self-service access, simplified eDiscovery and legal hold, and cost-effective long-term retention. It also leans up the email management by delivering content-based retention policies that allow enterprises to keep only content with real value. It can reduce your retention costs by as much as 70 percent.

Self-service search is another feature that will reduce IT time and further enhance cost control. Commvault's software for Email Archive enables employees to perform their own email search and recovery activities, supported by an easy-to-use interface. It will also expedite compliance and legal searches across all Electronically Stored Information (ESI) for eDiscovery requirements.

The solution set also addresses the current BYOD and cloud environments, and can be deployed in on-premises locations, private or hybrid cloud environments. It supports Microsoft Office 365, Outlook, and Exchange and IBM Lotus Notes.

"eDiscovery has become slightly more mainstream, and organizations are seeing it as a business process supported by policies and tools. Forward-thinking organizations have realized that, along with regulatory compliance mandates, it is part of a broader information governance strategy."²

ALAN DAYLEY AND GARTH LANDERS
GARTNER MAGIC QUADRANT FOR
ENTERPRISE INFORMATION ARCHIVING,
NOVEMBER 2013.



▶ **EFFECTIVE EMAIL ARCHIVING ADDS BUSINESS VALUE**

Analysts debate how to measure the business value of IT's performance, how it should align with the overall business strategy of an organization, and how to measure its value related to employee assets. Certainly new investments in IT are seen as adding business value, but email archiving often is pretty down in the noise when CIOs are thinking of enterprise-level solutions. However, an archiving solution that can help you control the costs of data management, mitigate compliance risk and reduce IT personnel time does offer a direct contribution to business value. Evaluated through criteria such as productivity, performance, reliability and agility, a solution such as Commvault's software for Email Archive gets good grades.

▶ To learn more about the Commvault software for Email Archive, please visit, commvault.com/solutions/email-archive.

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