

Cogen



Cogen Employees save a couple of hours every month thanks to digital archiving system

Employees at Cogen, a supplier of translation services, save a lot of documents in their mailboxes. Completed projects are stored in triplicate on CD and DVD for at least seven years costing the company considerable time and money. Thanks to a digital archiving system with DiskXtender, EmailXtender and an EMC Centera of four terabyte the problems with exploding mailboxes and time-consuming archiving have gone once and for all.

"Our old way of working was no longer tenable in the end because we were constantly faced with a lack of disk capacity. And the rapid growth of our activities also meant we needed more archiving space. Our IT-partner WASLET proposed an archiving system with an EMC Centera and EMC software DiskXtender and EmailXtender", says Johan Willems, Director of ICT Services at Cogen.

Automatic archiving of e-mail and completed projects

"Our employees can now complete their projects with a simple click of a button after which the projects are archived on Centera. Via DiskXtender another one or two copies are automatically made on a DVD by a DVD-write station. And EmailXtender automatic archives all e-mails that are three months old on the Centera. They don't stay on the e-mail server to avoid capacity problems. The end user doesn't notice anything of this archiving and can immediately retrieve his archived e-mails", explains Johan Willems.

Retrieving e-mails quickly is important for Cogen employees because they keep a lot of information in their mailbox, such as e-mails with CVs of translators or the whole history of their communication with customers and translators. Because of this the personal mailboxes used to be up to eight gigabytes in size and at times the e-mail server was completely full as a result of which we were unable to send or receive any more e-mails. This increased the IT division's workload and was unacceptable for a supplier of international translation services which always works against tight deadlines and needs to be as good as permanently available.

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Cogen, incorporated in 1980 and established in Nivelles, chiefly translates machine manuals for its customers in many different languages. Its 40 employees include project co-ordinators, programmers and consultants in language automation.

Business challenge

Cogen saved its projects for at least seven years on CD and DVD, in triplicate. This required a lot of time, money and disk capacity. The mailboxes were also getting much too big, which means it was not possible to efficiently manage them and the e-mail server was regularly full. Back-ups also took too long.

EMC Solution

With the assistance of partner WASLET, Cogen installed a digital archiving system with a four terabyte EMC Centera and EMC software DiskXtender and EmailXtender.

Business benefits

- *Return on Investment* - Thanks to the amount of time saved the investment will pay itself back in a year and a half.
- *Better customer service* - Information is easy to retrieve and projects are completed much quicker.
- *Smaller mailboxes* - Thanks to centralised and efficient archiving.
- *Quicker backup and restore* - Thanks to smaller mailboxes and targeted archiving and searching.
- *Transparent for the end user* - The user sees his e-mails as if they were in his mailbox.
- *Archiving in accordance with statutory regulations* - Thanks to EMC Centera.

Several hours less work every month for every employee

"Our electronic archiving system is very useful for all our 40 employees. Before, everyone used to spend at least one hour a month archiving and organising e-mails and 20 employees spent one to two hours every month archiving projects. These saved hours can now be spent on other, more useful work. Projects of customers can be finished much quicker and thanks to the new archiving system old documents can be retrieved much sooner than before. It's something our customers often ask. We intend to notify our customers that we now archive electronically and that we will store their projects online for several years. The competition in our sector is very steep making this an added strength. Backups are made much quicker as well because less data needs to be backed up. The daily back-ups take up to an hour and a half less and the full back-ups in the weekend take several hours less. A full backup used to take 28 hours, which complicated maintenance work in the weekend. Centera is easily expandable but we hope to be able to work with the current system for at least 10 years. Whatever the case, the many advantages of our new archiving system mean that our investment will pay itself back in a year and a half", says Johan Willems.

"Cogen also opted for EMC because it was able to provide a total archiving solution with both hardware and software. Cogen has a single point of contact, which also simplifies the communication. After giving a presentation about EMC DiskXtender and EmailXtender, Cogen concluded that the software is also very user-friendly. And they chose Centera because they will automatically meet the statutory regulations for archiving", concludes Bruno De Poorter of WASLET.



"The many advantages of the new archiving system mean that our investment will pay itself back in a year and a half".

— Johan Willems, Director of ICT Services at Cogen

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