

Securex



E-mails at Securex are stored more securely, cheaply and efficiently thanks to automated archive system

Employees at the social secretariat Securex are sending more and more large e-mails. "Our mailboxes are growing perceptibly, so that we're having to provide increasingly more storage room. The attachments to the e-mails take up a lot of storage space and our staff usually save their e-mails for very long periods, often because they are obliged to for legal reasons. So we were looking for a solution for archiving our e-mails," says Ignace Schiettecatte, Technical Manager at Securex.

EMC EmailXtender was chosen. "With it we achieved our mail goal – to reduce the volume of the mailboxes and shorten the backup time," says Frank Schamp, System Engineer at Securex. "Moreover, the central archiving means that the e-mails remain securely stored if the PC crashes. In our French office there was a real risk of losing something because of a PC crash since the e-mails there were all stored locally."

Significant time saving thanks to central archiving

Since the older e-mails now end up in the archive system, Securex only has to make backups of the most recent messages. "This means a significant time saving because some mailboxes were actually more than a gigabyte in size. The big advantage of EmailXtender is that it is transparent to the end user. He receives his e-mails at least as fast as before and so he doesn't notice that they are archived – it looks as if they are in the mailbox just as usual," says Ignace Schiettecatte.

In the past all the e-mails were stored in the mailboxes on the server and complete backups were made every day. The growing volume of the mailboxes meant that making these backups was taking more and more time. Performing a restore was also very time-consuming. Thanks to the e-mail archive, backups and restores are now much faster than before. "If we have to restore one specific lost e-mail we can find that exact message thanks to the search engine. Previously we had to restore the whole mailbox if this happened," says Frank Schamp.

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Securex supplies services to businesses, self-employed people and individuals as a specialist in social management. The group specialises in labour law, insurance and extra-legal benefits, human resource management, personnel recruitment and competence development. Securex has about 1,500 staff in Belgium, France and Luxembourg.

Business challenge

The employees of Securex are sending more and more e-mails with large attachments. They are also saving them for increasingly longer periods, often because they are obliged to for legal reasons. So Securex had to keep on extending the storage space for the mailboxes, and performing backups and restores took a lot of time.

EMC Solution

Assisted by ICT partner WASLET, Securex installed EmailXtender, EMC's software for archiving e-mails.

Business benefits

- **Smaller mailboxes** - Thanks to central, more efficient archiving.
- **Fast backup and restore** - Because of smaller mailboxes and precise archiving and searching.
- **Transparent for end users** - Users get to see their e-mails as if they are in the mailbox.
- **Return on Investment** - Existing SAN can be used for longer.
- **Information Lifecycle Management** becomes possible thanks to automated archiving.

Daily profit

Thanks to EmailXtender the available storage space is now used much more efficiently. So an e-mail with an attachment of 5 megabytes that is sent to ten people is archived just once. "In the past we had to keep on extending the disk space but because this growth will now stagnate we can carry on working with our current SAN for the time being. And a storage network that is less extended means fewer hard disks, fewer upgrades, less replication for disaster recovery and fewer backups. So every day we are benefiting from our e-mail archive. It's true that it is still too early to convert our financial savings into figures but we are convinced that it is a very good investment," says Ignace Schiettecatte.

20 gigabytes archived in four months

In May 2007 there were about 40 test users of EmailXtender, namely the people with the biggest mailboxes. Over time Securex will no longer use the EMC software for all 1,500 staff but only for the larger mailboxes, such as those of the management or the file managers. "In four months we have already archived 321,000 e-mails, equivalent to 20 gigabytes of our test users' e-mails. We are archiving the messages that are older than 90 days and bigger than 10 kilobytes but our e-mail archive goes back to 1999. The attachments to the e-mails are mainly large files with for example data on salaries. Pdfs also require a lot of storage space. In the long term we want to work out an information lifecycle management strategy for our e-mail archive. Then we will for instance archive the oldest e-mails on the SATA disks, so that the storage space on the more expensive fibre channel disks remains available for more recent messages, which have to be available quickly," explains Ignace Schiettecatte. "Another challenge is to connect employees in France to the archive system, so that we can archive their e-mails via a remote connection."

Good solution for Lotus Notes and Novell

The project at Securex happened with the help of standard partner WASLET IT Services & Solutions. "It's not that simple finding a good archive solution for a mixed e-mail environment with Lotus Notes. That's why we suggested that Securex work with EmailXtender. The implementation, in collaboration with Source, went very smoothly. The software too is very easy to manage via a user-friendly interface. It makes it very easy to change settings. What's more, IT workers can first carry out simulations and only afterwards archive for real," says Marc Beckers of WASLET. "After the first tests we were already able to save one gigabyte of storage space by archiving just once a mailbox of 2 gigabytes," adds Frank Schamp.

In the future Securex will also integrate EMC Documentum with EmailXtender, so that the e-mails there are stored. The aim is to link the document management system with CRM. In this way an e-mail from or to a certain customer for example will be stored together with the file of this customer.



"Thanks to EMC EmailXtender we can carry on working with our current storage network for the time being. So we have to invest less in hard disks, perform fewer upgrades, less replication for disaster recovery and fewer backups. So every day we are benefiting from our e-mail archive."

— Ignace Schiettecatte, Technical Manager at Securex

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