

Loyens & Loeff

International Law Firm Archives Terabytes of email with Plasmon

Quick View

Organisation:

> Loyens & Loeff

Industry:

> Corporate Legal Services

Application:

> Email Archiving

Integrator:

> 2E2

Solution:

> 2 x AA638
> Symantec Enterprise Vault

ROI

> Elimination of backup overhead for archived emails
> Reduced frequency of data migration
> Lower acquisition costs and power consumption

Loyens & Loeff is an independent full-service law firm with integrated corporate law and tax practices. The Benelux-based firm has a strong international focus, with over 850 lawyers working across seven offices in The Netherlands, Belgium and Luxembourg and eleven offices in the world's major financial centers. With over 1,500 employees worldwide, Loyens & Loeff provides legal and tax services to large and medium-sized corporates, banks and other financial institutions, operating internationally.



The Challenge

As a full service corporate law firm, Loyens & Loeff exchanges thousands of emails each day with their customers and colleagues around the world. The importance of email to their business process cannot be underestimated. Email is used to communicate important legal and procedural information and the distribution of content to specific individuals inside and outside the company must be carefully tracked. Given the vital role that it plays within Loyens & Loeff, it's not surprising that the management of email is a high priority for their IT personnel.

Loyens & Loeff accumulates between 4GB and 5GB (Gigabytes) of email and associated attachments each day and this volume is doubling every year. Some of the largest inboxes can generate more than 60,000 emails a year. While best practice dictates that these records should be archived for seven years, the current corporate retention policies at Loyens & Loeff exceed this minimum time frame. Given their existing volume and projected growth rates, Loyens & Loeff estimates that their email archive could grow to as much as 40TB (Terabytes) over the next five years.

Loyens & Loeff have been using a Microsoft Exchange email environment for many years and later installed Symantec Enterprise Vault (EV) to help manage their email archive volume. Although this

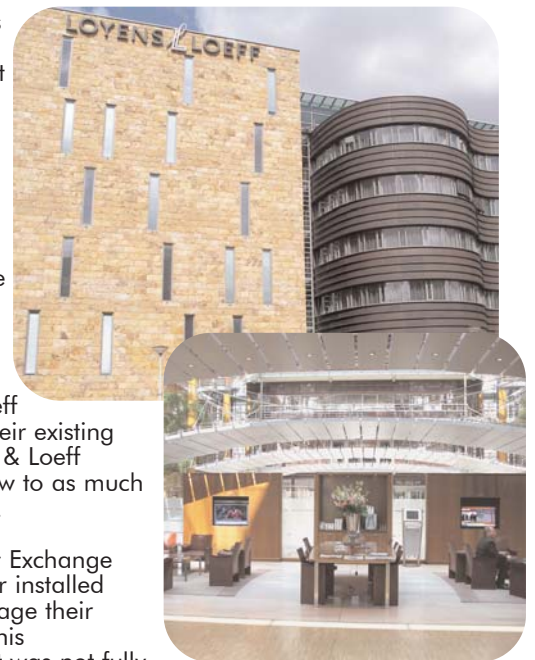
environment was operational, it was not fully optimised and emails were being archived on EMC Clariion primary storage or Centera hardware. This architecture was very expensive and required backup, creating a significant cost and resource burden to their IT services.

The challenge for Loyens & Loeff was to optimise their Symantec EV environment to more efficiently archive email from their Exchange servers located on their primary site in Amsterdam and provide a Disaster Recovery (DR) strategy at their facility in Rotterdam. To meet their needs, Loyens & Loeff required a more cost-effective email archive solution than EMC Clariion and Centera. In addition, the archive media life must be much greater than magnetic disk to reduce the frequency of hardware replacement and it must be stable enough to eliminate the need for daily backups.

The Solution

To help meet the business objectives that lie behind their email management, Loyens & Loeff enlisted the assistance of a local integrator; 2E2 Data Management. As a Platinum Symantec Business Partner with extensive EV software expertise, 2E2 was an ideal choice. 2E2 began with a thorough Health Check to assess the current state of their EV software and made a number of configuration changes to improve the operation of the environment. In parallel, 2E2 worked closely with their value added distribution partner SNE to develop a two level archive strategy that recommended the use of Plasmon's UDO Archive Appliance for the long-term storage of their emails.

"The high volume of email generated by Loyens & Loeff and the importance of this content makes their environment quite unique," commented Cees Heikamp, Business Unit Director at 2E2 Data Management. "Our experience with the Symantec Enterprise Vault software



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Kees Sprangers
Senior System Engineer
Loyens & Loeff

and our knowledge of storage systems was essential in helping them develop a better optimised email archive using a two level storage model. After working closely with Loyens & Loeff and seeking advice from SNE, it became clear that the UDO Archive Appliance was the best choice for the second storage level. It's the only archive solution that allows them to meet all of their primary objectives."

The next step was to bring the business and technical requirements together through a workshop. In this session, Loyens & Loeff clearly defined their email archive strategy which resulted in a technical Request for Proposal (RFP) that was distributed for tender. After careful consideration, Loyens & Loeff purchased two Plasmon UDO Archive Appliances through 2E2 and SNE. They were originally considering several possible capacity options, but eventually decided on the 38TB, AA638, which will allow them to meet their five year email capacity target without significant additional capital investment.

"The Plasmon UDO Archive Appliance matched our business and technical email archive requirements," explained Kees Sprangers, Senior System Engineer at Loyens & Loeff. "We calculated that installing a Plasmon archive could save us more than 280,000 euros over the next five years when compared to our current EMC storage. This saving is achieved through lower purchase and operating costs and since the Archive Appliance uses very stable UDO media it also eliminates the need for archive backup. This saves us money, but also reduces our backup window and IT resource."



The Plasmon UDO Archive Appliance has been fully certified by Symantec with their Enterprise Vault software. Using a standard file system interface, the Archive Appliance appears as a normal share making a simple configuration with EV. In the case of Loyens & Loeff, they developed a policy driven staging strategy that moves emails from local inboxes after three months and stores them within EV. After

an additional nine months all email is transferred to the Archive Appliance for long-term retention. This process is totally automated and transparent to the end user. They have full access to all their old emails through a standard Exchange interface.

This strategy allows Loyens & Loeff to offload infrequently accessed email from expensive primary storage while providing full and transparent access to emails of all ages. In addition, Loyens & Loeff decided to deploy Plasmon's UDO Compliant Write Once media as part of their system design. This media provides excellent authenticity since email cannot be altered once written, but also allows Loyens & Loeff to physically destroy emails at end-of-life as part of their corporate risk management policies.

For extra protection emails archived on the AA638 in Amsterdam are replicated each evening to a second AA638 at the Loyens & Loeff DR site in Rotterdam. Archive backup is eliminated through the combination of stable UDO recording technology and a second copy of all emails at their DR facility. The longevity of the UDO media and Plasmon's long-term product support philosophy means that Loyens & Loeff can operate their Archive Appliance for much longer than standard disk storage systems, lowering total cost of ownership and minimising risk.

Environmental Benefits

Loyens & Loeff has identified additional environmental benefits to the deployment of their two AA638s. The architecture of the UDO Archive Appliance consumes substantially less power than an equivalent magnetic disk archive.

"At Loyens & Loeff we are very sensitive to our environmental impact," explained Kees Sprangers, Senior System Engineer at Loyens & Loeff. "We recently completed a server virtualisation project, which significantly lowered our data center power consumption and the use of Plasmon's Archive Appliance carries those reductions further. We calculated that our two AA638s will cut our power costs by 60,000 euros over five years of operation. This improves our bottom line and helps the environment."

The Future

Today Loyens & Loeff is using the Plasmon UDO Archive Appliance for their email management strategy and the primary drivers for their purchase were system optimisation and cost savings. However, it was also important for them to choose a solution that could "future proof" their environment to meet changing requirements. Loyens & Loeff are planning to expand the archive to include unstructured data from their content management system and as regulatory oversight grows they may need to meet new compliance obligations. With these additions, their archive capacity will also increase so the scalability of their architecture is another critical consideration.

A key driver behind the purchase of their UDO Archive Appliance was a high degree of confidence that the Plasmon solution can also meet their future challenges. The Loyens & Loeff system architecture provides a very strong foundation for application expansion, unquestioned authenticity for compliance, scalability through higher capacity generations of technology and simple system expansion. The UDO Archive Appliance meets Loyens & Loeff's demanding email requirements today and provides a compelling solution for the future.

Plasmon offers the only enterprise-class active archive solution that ensures data permanence, authenticity, access, longevity and removability, at the low total cost of ownership that businesses demand.

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