

Success Story

Sunrise – Email Archiving from Livelink ECM Pays Off in a Variety of Ways (Open Text)

Like many companies, the second-largest telecommunications provider in Switzerland was faced with the challenge of storing emails long-term and in read-only format. With Livelink ECM™ – Email Archiving for Microsoft® Exchange from Open Text, today Sunrise is using an archiving solution that supports the company in adhering to required storage periods and ensuring the inalterability of saved objects, which lessens the load on email systems, reduces costs, and simultaneously safeguards company knowledge.

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*Orlando Cantieni,
Sunrise IT Project Team Lead*

storage of company data left Sunrise faced with the challenge of fulfilling the legal duty to preserve records while at the same time increasing data security. A further reason for switching over to an email archiving solution was the growing mailboxes and Outlook PST files, which were burdening the Exchange and storage infrastructure. By moving from expensive high-availability memory to more economical storage media, the company hoped to reduce archiving costs and unburden the productive infrastructure.

High, future-oriented standards

Prior to the evaluation, the Sunrise IT project team, under the direction of Orlando Cantieni, defined the high requirement criteria and the range of functions of a suitable email archiving solution very clearly—both on the user and the infrastructure: all emails should be automatically archived by means of a rule-based process. The solution had to be simple, capable of being efficiently administrated, and enable all employees to access archived emails quickly and without complications. For management of the emails, there had to be no manual interactivities on the part of the users, unless explicitly intended. As for the company strategy, which was in the future to lead away from isolated applications toward a universal Enterprise Content Management (ECM) system, the aspect of problem-free integrity also had to be considered. “For the introduction of an email archiving system it was therefore not just the functionality currently needed that was important to us, but also the certainty of being able to meet growing requirements in the future,” says Cantieni.

The Open Text solution was convincing on several levels

In view of these highly technical and functional requirements, Sunrise assessed the email archiving solutions available on the market and quickly found the right one after a brief evaluation phase. They opted for Open Text Livelink ECM – Email Archiving for Microsoft Exchange, which immediately convinced the IT project team in several respects: Livelink ECM possesses a variety of modular functionalities for file storage, process control, and workflow, which make it possible to trace the entire lifecycle of an email in a transparent manner. The flexibility of the solution makes it possible for emails to be moved from one storage area to another and back again, as required. Another decisive factor was that Sunrise was already

Tens of thousands of emails are sent every day by the some 2,100 Sunrise employees, with the same number landing in their mailboxes. This email not only contains business information, such as internal and external correspondence, quotations, invoices, formal notices, or other legally-relevant documents, it also contains a piece of company knowledge. The risk of users deleting legally-relevant emails, as well as the risk of information crucial to the business getting irretrievably lost, which is a matter of great significance to the profitability of Sunrise, was steadily increasing. The numerous business processes that were performed by email and the legal requirements in relation to the availability and

Industry

Telecommunications

Customer

Sunrise

Business Challenges

- The secure archiving of emails in conformity with legal requirements
- Unburdening the Exchange infrastructure, optimizing the storage media
- Cost reduction
- Quick and simple access to archived emails

Business Solution

- Livelink ECM™ – Email Archiving for Microsoft Exchange

Business Benefits

- Investment protection through Open Text as the supplier of various archiving solutions
- Legal requirements regarding the retention and inalterability of emails are fully met
- Emails can be archived automatically out of the email system
- Single Instance Archiving (SIA) ensures that identical email attachments are only archived once so exchange servers are unburdened up to 80%
- Employees have full access to the archived emails
- Less time spent on filing and searching for data
- Mail servers are unburdened
- Dramatic cost reduction by moving emails to more economical storage media

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using solutions from Open Text (Accounts Payable for SAP Solutions, Document Management for SAP Solutions, Imaging, WebContent Management, and Production Document Management) and had others (Livelink Archive for Filesystem) that were to be implemented shortly. This guarantees Sunrise investment protection if the company sees through the planned implementation of a universal ECM system. Also of central importance was the fact that the compliance approach, which had been lacking recently, is now fulfilled with the Livelink archiving solution and that it is now ensured that relevant knowledge stays inside the company. This is regardless of whether an employee is absent for a long period, accidentally deletes emails, or leaves the company.

Smooth implementation

In April 2007, the technical implementation of Livelink ECM took place, and in August, the first pilot of the solution was installed. No significant problems that might have led to a delay in the schedule arose during the range of functions testing in either the infrastructure or the commissioning. Around two-thirds of all employee mailboxes were implemented and integrated in the archive by the end of March 2008. The remainder will be migrated shortly in a second project phase, which Cantieni estimates will take about two months.

Server unburdened, performance optimized, employee acceptance increased

With Livelink ECM – Email Archiving for Microsoft Exchange, Sunrise chose an archiving solution that fully met the requirement criteria, could be easily integrated in the user interface, and could be managed directly from the Microsoft Management Console (MMC). The entire email archiving process today runs automatically in the background, and employees no longer have to save data manually. Whereas they were previously forced to export emails to PST files or delete them when reaching their mailbox limits, they no longer have to go to the trouble of doing this. All emails are automatically moved to the archive after a specified period has elapsed. All that can be seen in the mailbox are the header and some metadata, such as subject, sender, recipient, etc., which can be individually configured.

Initial employee misgivings that their mailbox would no longer have the familiar “look and feel” were swiftly set to rest through transparent communication and a FAQ. By means of an email policy, which forms part of the employment contract, the employees were informed about the importance of emails for the company from a legal point of view and about the rules governing the permissibility and use of personal mails and how to handle them. As no technical algorithm capable of distinguishing work-related mails from personal ones exists, it was decided that employees would also be permitted to use their mailboxes to a reasonable extent for personal correspondence, but that these personal mails would also be kept for ten years in the archive. Now employees value the comfortable solution of not having to face overflowing mailboxes. When searching for older emails in the archive, support from the helpdesk is no longer required, as anyone is able to search the archive for emails and attachments quickly and efficiently.

The archive solution also has a beneficial effect on performance and costs. The constantly growing email volumes used to burden the Exchange and storage infrastructure, with backup times and data quantities ever increasing. Through the automatic archiving of emails, the mail application and the servers are now automatically unburdened. In addition, all attachments that go into the archive are compressed and checked with Single Instance Archiving (SIA). This means that identical attachments are now saved only once instead of multiple times as before. This ensures more efficient email systems, unburdens the Exchange servers up to 80%, and reduces IT costs dramatically.

Mission accomplished – further archiving projects in focus

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The next IT projects are already pending: Sunrise is pursuing the goal of effecting an integrated approach for the archiving of all company information. Thus, in the near future, alongside emails, it is planned to manage and store all relevant data on the archive server by means of file system archiving. With the solutions from Open Text, the cornerstone for a universal ECM system has been laid.

About Sunrise

Sunrise is number two on the Swiss telecommunications market and has approximately 2,100 employees. Over 2.2 million customers use Sunrise services in the fields of cellular telephony, fixed-line networks, and the Internet. The cellular network on the basis of GSM, EDGE, UMTS, and HSPDA supplies over 99% of the population with state-of-the-art cellular telephony services and enables transmission rates of up to 3.6 Mbps. By 2010, Sunrise will provide 80% of Swiss households with their own broadband services. Sunrise is a brand of Sunrise Communications AG, whose capital stock is owned 100% by TDC A/S.

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