

e-MARC™ Email Archiving - Some Usage Models

Introduction

Organisations employ email archiving for one or more of a number of purposes. This paper contains a number of the case studies, showing how e-MARC has met the needs of a variety of organisations.

Reasons for Employing Email Archiving

Irrespective of the type of organisation, the reasons for using email archiving can usually be for one or more of the following reasons:

- Compliance
- Storage management
- Knowledge management

e-MARC is in use by organisations wanting to address all these needs.

Compliance

Many industries have regulations regarding long-term retention and access to information – whether in email format or any other. Examples include – but are not limited to –

In the UK:

- For all organisations
 - Financial and other information to meet the needs of the Companies acts, and HM Revenue and Customs rules (e.g. for Corporation Tax and VAT)
- Specifically for financial services
 - Information provided to clients, trading instructions, and all other information flow which may be required for investigation into insider trading

In the USA

- For all quoted companies
 - Sarbanes Oxley Act

In other countries

- Similar regulations apply in most countries

Storage Management

Mail servers must be sited on high-availability, and hence expensive, storage systems. In addition, as a mail-store grows, the time taken to back up is extended, the likelihood of needing to restore the server increases – as well as the chance that this may go wrong. Email archiving – with its optional retrieval mechanisms – reduces the storage management requirements on the mail-server and also reduces the total reliance on the email server.

Knowledge Management

Studies indicate that up to 80% of an organisation's collective information and knowledge is 'unstructured' – contained in documents rather than in databases. Of this, up to 80% is stored now in emails and their attachments. A properly specified and implemented email archiving system can significantly improve productivity and competitive advantage by easier and quicker access to this body of information, especially when emails are stored and are accessible in the same repository as other document types.

Market Sectors

e-MARC is in use in a many different sectors, including – but not limited – to:

- Financial Services

- Distribution
- Manufacturing
- Property management
- Professional – including legal
- Others

A number of mini-case studies follow for each of these sectors.

Financial Services

Ruffer LLP

- London UK

Providing fund management and investment advice, Ruffer employ about 70 people. e-MARC is used as part of a complete document management solution (using **windream**) across the whole organisation.

Primary drivers – compliance and knowledge management.

Mackay Shields LLC

- New York, USA

Investment advisers employing 250 people. The email archive contains in excess of 2 million messages with their attachments.

Primary driver – compliance.

SIS

- Switzerland

Employing 650, SIS provide credit card transaction processing for Swiss banks. e-MARC is fully integrated their **windream** document management system.

Primary drivers – knowledge and storage management.

Distribution

John A Taylor

- Borehamwood, UK

Fully integrated system handling all documents for the organisation, including scanned images, faxes and electronic files.

Primary driver – storage and knowledge management.

Manufacturing

International Engineering Company

- Melbourne, Australia

This company employs over 35,000 worldwide – all of whom share the email system. e-MARC operates on about 20 accounts and feeds emails into a Documentum document management system. A modified service also extracts additional information from the body of each email.

Primary driver – knowledge management.

Property Management

St Modwens Property

Birmingham, UK

A major property management company. Email archiving is fully integrated with other document types, including purchase invoices (from which data is automatically extracted).

Primary driver – knowledge management

EMCO Holdings

Leeds UK

Fully integrated system for all document types.

Primary driver – knowledge management

Professional – including Legal

Roythorne Solicitors

Spalding, UK

Roythorne employ almost 200 people in 3 offices in Eastern England. Email archiving forms a key component of an fully-integrated document management system, which is being coupled directly with their case management and accounting systems.

Primary drivers – compliance, knowledge management and storage.

Others

Cerebral Palsy League

Queensland, Australia

CPL employ over 300 people in many different locations. Email archiving is the first step in a strategy to introduce document management for all file types across the organisation.

Primary drivers – knowledge and storage management

About CC Data Ltd

CC Data Ltd has been a developer and value-added distributor of document management and email archiving solutions since 1994. The Company is the sole distributor in the UK and Ireland of the **windream** document management software from Germany and the originator of the e-MARC email management and archiving solution. Both are key components of a best-of-breed software portfolio which also includes, input management, purchase invoice processing and print-stream archiving.

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