



► Keeping a Line on Emails

ARCHIVING CHALLENGES THAT GOVERNMENT AGENCIES CAN AVOID WITH COMMVault® SOFTWARE

As a government IT professional, you fret over security breaches, stress about the agility of your infrastructure and become anxious when new directives — such as email storage mandates — are added to your list of management tasks. But what would you do if you discovered that a critical email thread required for a Freedom of Information Act (FOIA) request was lost forever because of inadequate or faulty archiving?

Your agency depends on email, so you can't risk losing it. That's why you need a solid archiving solution.

In this brief, we look at five archiving challenges that can be avoided with Commvault software enterprise-class email archiving.



We give federal, state and local authorities the ability to protect and manage their data responsively and securely, with the assurance of FIPS certification and an easy procurement process. Learn more at commvault.com/government.

► ONE ELIMINATE AD HOC EMAIL ARCHIVING

Al is a brilliant software developer but doesn't particularly like to follow agency rules about proper email storage. When his agency email system went down, a highly sensitive email he created became inaccessible just hours before an internal design review. Al thought that the email would be properly stored in his local Personal Storage Table (PST) file, where Microsoft Outlook automatically stores email data on personal systems. But what Al didn't know is that his PST file was corrupt — a common problem when PST files become too large.

When his agency's email system came back online, Al was still unable to recover his email because the PST folder needed to be repaired. Al assumed that the other members of his team had saved the last copy. It turned out they hadn't. The inadequate protection of email caused the design review to be put off for several days, delaying progress on a key software project.

With Commvault software, the design team could have avoided this delay. Commvault software for email archive can integrate troublesome PST files into the Commvault ContentStore, enabling the files to be searched and accessed in seconds.

► TWO SIMPLIFY EDISCOVERY FOR MEDICAL CLAIMS

It's late afternoon and you're beginning to think about your kids' soccer schedules and the general pleasantries of downtime. Then the proverbial hit-the-fan event occurs. A request lands in your inbox from the health plan administrator for eDiscovery of critical emails pertaining to a very costly employee health benefits claim.

This situation happened at Temple University when two emails were discovered either missing or deleted. At stake was a claim for coverage by the State of Pennsylvania on behalf of a long-term brain injury patient. Fortunately, Temple had compliance search-enabled by Commvault and was able to recover the emails in question within seconds. Temple recovered the email that showed the claim had been approved. The result: Temple saved \$800,000 it would have had to pay if the email had not been found.

Like Temple, many enterprises will realize that critical emails are missing at the most inopportune time. A streamlined eDiscovery capability will eliminate recovery challenges.

Commvault software search has been shown to search approximately 7,000 emails in 10 minutes, compared with the painstaking and inefficient method of getting a tape, loading it into a library and searching for a specific email — an archaic process that eats up IT time by the hour. Commvault software also provides an intuitive search experience that enables agency teams to service their own collection. It simplifies legal holds and reviews, and reduces the eDiscovery burden on IT.

Five Ways to Uncover Value in your Data

Commvault software enables agencies to search, understand and govern vast amounts of unstructured data — such as email — throughout its lifecycle. Learn how to take control and get strategic with your dark data.

READ NOW



<http://commvau.lt/1nVMz48>

“Using Commvault software for email archiving, we were able to achieve a 50% storage reduction.”

SYSTEM ADMINISTRATOR
S&P 500 computer software company



▶ **THREE IMPROVE COMMUNICATION AND PRODUCTIVITY**

Joe is a program executive. One of his tasks is to inspire the company's employees and "be in touch," so he periodically schedules morning coffee chats with his staff. One morning, he wondered why no one had joined him. That's when he found out that the company email system was down. While he waited for IT to restore service, he wrote notes for a contract scope of work his teams were collaborating on. Joe's agency was developing its next fiscal year budget and deadlines were approaching fast. He needed to complete the strategic plan and make a decision on whether to award a contract.

When email service was available again, Joe sent out an email blast asking for the latest consensus on the contract award. Several dozen employees, some of whom had been on vacation, were suddenly scrambling to find email threads about the award. Joe expected a relatively fast answer, but because of a weak archiving system, he discovered that his team was spending precious time trying to find relevant emails rather than thinking further about the award. Productivity score: 0.

Email is a vital component of agency workflow and productivity. For employees who work remotely, it is a critical part of communication. Email that is archived correctly, with advanced search and find capabilities, can save hours of valuable time — time that can better be spent thinking strategically and making critical decisions.

"According to IDC, up to 60% of your business-critical information is stored in email and other electronic messaging tools. And Gartner reports that 61% of organizations say "dark data" represents the most immediate opportunity to transform their business."

▶ **FOUR TAKE THE DARK OUT OF YOUR DATA**

Kathy, a technical director, wants to be ahead of the technology curve. That's why she pushed for mobile devices for her teams. When her agency's email went down, Kathy learned the hard way how dependent her teams were on email and how much of their intellectual property was flying back and forth between the office and mobile devices. She also learned that her agency's email solution was very weak in search-and-find capabilities and, as a result, housed a substantial amount of dark data. All of this came to a head when an FOIA request was made for all information pertaining to a recent project. Kathy's team could not respond quickly to the request. It took days to pull the data manually.

Dark data is defined by Gartner as "the information assets organizations collect, process and store during regular business activities, but generally fail to use for other purposes (for example, analytics, business relationships and direct monetizing)."¹

Commvault software takes the dark out of data and enables agencies to search, understand and govern the vast amounts of unstructured data housed by email and other messaging platforms. It gives every employee the means to search and access valuable data quickly.

¹ Gartner Inc., "Innovation Insight: File Analysis Innovation Delivers an Understanding of Unstructured Dark Data", Alan Dayley, March 2013

► FIVE STREAMLINE TRAFFIC FLOW

Jim is an IT administrator, recently hired to be responsible for email operations. He has just settled into his new office when the agency system goes down. While working to find the issue and get the system back up, he discovers that as much as 70 percent of his agency's stored data has basically little or no business value, and a considerable amount of this data is in email and other messaging files. Since Jim was hired to streamline email operations and increase efficiency, he identifies the need for software that will undo his agency's data gridlock.

Commvault software streamlines email traffic flow. It enables administrators like Jim to set content-based retention policies, thus controlling data sprawl, reducing costs and optimizing storage for data that has real business value or compliance implications.

► GET CONTROL OF GOVERNMENT EMAIL STORAGE

In the State of Pennsylvania, some five million emails pass through 47 government agencies in just one week. Pennsylvania is now actively looking for an email archiving system.

Many governments are facing the same issues as private enterprise: they need to get far tighter control over which files are kept, which can be discarded and which must be archived for legal and compliance reasons. They also need greater collaboration and transparency between government agencies, so that departments can work together and interact at a much higher strategic level.

To make this happen, many agencies and their IT support teams must agree on which data is important, which needs to be available for eDiscovery and which provides strategic value to the organization.

Commvault software enables inter-departmental transparency at all levels. It delivers the logic, policy control and workflow efficiency needed to manage the ever-increasing flow of data, a substantial portion of which is housed in email.

Get control of your agency's email storage requirements with Commvault software.

► It's more important than ever to establish an email archiving strategy that ensures business continuity and information availability. Learn more at commvault.com/email-archiving.

© 2016 Commvault Systems, Inc. All rights reserved. Commvault, Commvault and logo, the "C hexagon" logo, Commvault Systems, Solving Forward, SIM, Singular Information Management, Simpana, Simpana OnePass, Commvault Galaxy, Unified Data Management, QiNetix, Quick Recovery, QR, CommNet, GridStor, Vault Tracker, InnerVault, QuickSnap, QSnap, Recovery Director, CommServe, CommCell, IntelliSnap, ROMS, Commvault Edge, and CommValue, are trademarks or registered trademarks of Commvault Systems, Inc. All other third party brands, products, service names, trademarks, or registered service marks are the property of and used to identify the products or services of their respective owners. All specifications are subject to change without notice.



► PROTECT. ACCESS. COMPLY. SHARE.

COMMVault.COM | 888.746.3849 | GET-INFO@COMMVault.COM
© 2016 COMMVault SYSTEMS, INC. ALL RIGHTS RESERVED.