Top 5 US Bank

Bank Achieves Compliance, Cuts Costs, and Improves Data Access with ZL Unified Archive

Benefits:

Search in seconds across a repository of almost 2 billion documents

Complete index recovery within hours to ensure compliance with data access requirements

Ability to scale to 10 million messages per day, due to GRID architecture and 220 virtual machines

Enable pro-active E-Discovery and Early Case Assessment

Ensure and streamline SEC 17a-4 and NASD 3010 compliance with 100% data capture and advanced review tools

Background

The customer is a diversified financial services company that provides a broad range of retail banking and brokerage, asset and wealth management, and corporate and investment banking products and services. The customer is one of the largest providers of financial services in the United States, with retail and commercial banking operations in 21 states and nationwide retail brokerage, mortgage lending and auto finance businesses. With over 40 international offices, the customer serves clients globally from a variety of corporate and institutional sectors.

Business Needs:

- Support for 165,000 mailboxes, receiving over 10 million email messages per day
- Compliance with SEC regulations 17a-4 and NASD 3010/3110, with full retention management
- Storage on WORM type media
- Improve email server performance
- Reduce storage load on primary mail store
- Timely migration of hundreds of TBs of data from legacy archives
- Rapid search across all existing electronic content

A Problem of Scale

The customer has over 165,000 mailboxes and receives over 10 million email messages per day in a mixed Exchange and Lotus Notes environment. These volumes can quickly overwhelm many archiving systems, and a key evaluation factor was the ability to scale and adapt in order to meet the organization's growing requirements. Cost containment for hardware and administration was also a key consideration.

Solution

After the evaluation, ZL's Unified Archive was chosen as the only solution to meet the combined requirements of scalability, flexibility and functionality. Key differentiators unique to ZL Unified Archive, included:

Proven GRID-based Scalability:
ZL Unified Archive was originally designed for and deployed in carrier-class environments, handling extremely high volumes, while providing high availability. The scalability of ZL UA had already been proven in production deployments. Ingestion rates, an important metric, were shown to exceed 20,000 emails per minute, easily surpassing industry records.

Exchange and Lotus Notes Integration:
This bank has large deployments of both Microsoft Exchange and Lotus Notes. In addition to integrating with both environments for compliance, storage optimization,

and e-Discovery in a single deployment, ZL Unified Archive can also quickly migrate email from one environment to the other, allowing the bank to address key business requirements. ZL's choice of open standards in storage format was also an important consideration for long-term access to archived data in a mixed environment. This feature was not offered by competing solutions.

Powerful Search and E-Discovery:
The client requires complex capture of all mail for e-Discovery and compliance purposes. The ZL Search Engine is the performance leader in enterprise-wide search, near real-time indexing and rapid recovery from index corruption. The ZL Search Engine offers search characteristics similar to the legal industry's "Lexis-Nexis" search service, thus providing a familiar interface to the legal staff. ZL's powerful e-Discovery capability reduces review costs, while providing critical legal insight into the e-Discovery process.

Straight-through Processing:
All actions conducted against data in ZL are performed in a singular process. Data is opened and read only once, after which all actions are applied and the data is then closed. This reduces the chance of errors, preserves the Digital Chain-of-Custody and dramatically improves archiving throughput.

Advanced Storage Management:
The bank has many "tiers" of storage devices. ZL UA enables it to shift data among these based on the organization's specific business needs and policies. This allows the bank to better utilize its storage infrastructure, thereby increasing flexibility and reducing costs.

Result

After an exhaustive, on-site evaluation of the leading email archiving solutions, ZL was chosen for its ability to best meet the customer's current and future archiving requirements. Besides allowing the customer to remain SEC-compliant, ZL improved server performance while increasing corporate-wide knowledge management. ZL achieved this by replacing messages and attachments with lightweight stubs on the production servers and then full-text indexing the archived data to allow users to run complex word searches.

With a single-repository deployment of ZL UA, this Top 5 Bank complies with stringent SEC record-keeping requirements; increases search uptime; enhances mail server performance; reduces storage requirements; and improves data accessibility for end users, corporate reviewers, and legal teams with the industry's fastest search and discovery capabilities across a centralized enterprise archive.

About ZL Technologies
Established in 1999, ZL Technologies, Inc. (ZL) provides cutting-edge enterprise software solutions for email archiving, regulatory compliance, litigation support, corporate governance, content management, file archiving, and secure email. ZL's flagship product, the Unified Archive, offers comprehensive email and file archiving and management for companies using Lotus Notes/Domino, Microsoft Exchange, Bloomberg, and others. The suite provides a highly flexible framework that is fully scalable, enabling organizations of all sizes to meet legal discovery, compliance, and storage management requirements. With a proven track record and an impressive list of clients, including UBS, Walgreens, Bank of New York Mellon, and Morgan Keegan, among other top global institutions, ZL has proven to be the premier provider of email archiving and compliance solutions in large and complex deployments. For more information, please visit www.ZLTI.com