



Savills Case Study

Cementing The Foundations and Future Building Blocks For Centralised Email Management

How **blue**source Enabled Savills to Sustain a Future-Proofed Communications Infrastructure, Addressing Back-Up, Recovery, Archiving and Email Retention

Savills is a leading global real estate service provider listed on the London Stock Exchange. The company, established in 1855, has a rich heritage with unrivalled growth. It is a company that leads rather than follows and now has over 180 offices and associates throughout the Americas, Europe, Asia Pacific, Africa and the Middle East.

Architecting the Infrastructure

Historically, Savills, driven by the company's need to further improve the existing IT Infrastructure, with a particular focus on the issue of growing company mail inboxes, PST files and the retention of all email and attachments, had looked into an email management solution which could help them address the management of email storage requirements, archiving and retrieval issues associated with corporate data held within the company's email system. Operational and administrative costs associated with the on-going management of email quotas, the requirement to control the additional burden of PST's on the system, along with the associated need to adhere to legal and compliance regulations pertaining to their industry, were additional considerations.

Following the migration of Exchange 5.5 to Exchange 2000, the infrastructure was more robust and there was more confidence that the mail databases would have increased durability, the system would be less prone to falling over and maintenance tasks could be carried out more efficiently.

James Poon, Head of Infrastructure, Savills, commented, "We were experiencing challenges with our system. We had a cumbersome amount of PST files across the company and the restoration and storage of PST's was placing a huge burden on the infrastructure and this issue needed to be addressed. Due to the nature of our business, we also needed an email management solution that would enable us to retain documents for up to fifteen years for legal and regulatory compliance requirements, with the ability to search and restore archived mailboxes at any time."

Following research into the market, Savills standardised on Symantec Enterprise Vault to address their issue of email management, archiving and retrieval of associated attachments, such as images and photos and the eradication of PST's.

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With 80 GB of live Exchange email and 2 TB of PST's, we were struggling to truly maintain the system," noted Poon. "There are major administrative benefits and we are now confident that the system is clean and running faster and more efficiently than ever. We have also implemented a company-wide email policy whereby each user has a limit of 800 MG and receives a warning once this volume is reached; the user is denied access to send email at 900 MG and at 1 GB, the user is denied access to send or receive email.

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'Bricks and Mortar' Support

With the software though, came the issue of support and a recommendation for **bluesource**. Committed to providing services that deliver real business benefits, **bluesource** worked with the IT team to help align their messaging strategy with their business priorities. As the leading Symantec Enterprise Vault provider in EMEA and one of only two Symantec Technical Support Partners for the Vault in Europe, **bluesource** provides comprehensive expert consulting services to deliver enterprise-wide archiving solutions.

"We were looking for a partner that could provide us with true 24/7 support," said Poon. "Today we have 3500 office and service accounts and 2750 live email accounts and as email is paramount to our business, along with the requirement to be able to centrally share all information, we were looking to find a support partner willing to deliver high standards with a serious SLA promise."

bluesource is a leading consultancy that uses its proficiency within the Microsoft Exchange and messaging environments to help companies implement the right solution, bridging the gap between business benefit and IT. **bluesource** also enables clients to utilise internal resources more strategically.

Savills adopted **bluesource**'s Enhanced Support Service for Symantec Enterprise Vault, which provides enhanced levels of cover over and above the support that a client would normally expect to receive from their vendor. Calls are answered directly by Symantec qualified engineers who have experience in all the messaging related technologies rather than just a small skill set, engineers are dispatched to site if required. The result is higher level of service (managed through Service Level Agreements) these enable **bluesource** to ensure that the turnaround time, from inception to resolution, is minimised.

bluesource's expertise and experience helps to reduce the impact of a problem being experienced on a client site by diagnosing and fixing it quickly and professionally. To ensure the smooth running of a client's services, **bluesource** also provides an annual health check as part of its Enhanced Support Service to identify remedial areas that need attention and ensure that proactive measures can be taken to eliminate problems before they occur.

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We have a two hour SLA with **bluesource** and they have helped us implement a management process to the consolidation of our email management requirements' noted Poon. "We have 8 TB of email archived and email will never stop flooding through the business, but we feel confident that with our email messaging infrastructure and **bluesource** in place, we have all bases covered.

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