



E-mail Assurance for Talbot Underwriting Ltd.

How the KVS Enterprise Vault Provided Comprehensive E-mail Archiving and Management, Becoming Talbot's Corporate Standard for E-mail Management

Talbot Underwriting Ltd. provides high-quality underwriting and support operations within the Lloyd's marketplace. The company is backed by \$120 million in capital support for its underwriting at Lloyd's, and is spearheaded by the management expertise of some of the insurance industry's most respected figures.

Talbot's Syndicate 1183 is a new syndicate that underwrites the insurance risks of all of the main marine classes, including war, political risks, hull, energy, cargo and marine liability, as well as direct property and financial institutions. The Syndicate also underwrites a treaty account, which specialises in aviation treaty.

Like most businesses, e-mail communication is an integral part of Talbot's day-to-day business operations. While e-mail simplifies and accelerates communication with clients, brokers and intermediary channels, it also brings its own set of problems of spiralling growth, storage, back-up, compliance, access and archiving problems.

E-mail use in general has seen phenomenal growth over the last few years, with more than 16 billion person-to-person e-mails being sent per day and analysts forecasting this to rise to 36 billion per day by 2005.

"Our e-mail systems were rapidly increasing in size and becoming unmanageable," said David Watson, Group IT Manager for Talbot Underwriting Ltd. "Our average user was holding two to three gigabytes of data in their inboxes, most of which was being moved onto temporary PST files in order to make space for more. We not only had problems with storage, but also backup and recovery of unstable PST files. Massive volumes in user inboxes were also adversely affecting the maintenance of information stored for compliance reasons."

Watson and his team worked with leading specialist solution providers, **bluesource** to identify and implement an appropriate corporate-wide e-mail management solution. London-based **bluesource** not only had the knowledge to migrate valuable data held within the company's Microsoft Exchange e-mail system, but they were also able to assess Talbot's overall needs and objectives and specify a total e-mail solution, taking into account the company's wider IT environment comprising NT and Novell.

"Recovering one individual e-mail from thousands of others can take weeks, as administrators have to create a replica of the live system and then repopulate the server. This can provide an enormous and unnecessary strain on the IT department," added Watson. "We wanted something that was more stable than PSTs and enabled us to easily lay our hands on key information without having the administrative overheads."

Enterprise Vault

case study

Enterprise Vault – Talbot's Corporate Standard for E-mail Management

"E-mail is critical to the company. We knew that trying to enforce e-mail quotas or manage and maintain the integrity of PST files was unworkable. We needed to address the issue at a corporate level and worked with bluesource to identify and review a number of potential solutions," added Watson. "We selected the Enterprise Vault e-mail management system from KVS based on its rich functionality, ease of use, and transparency to the end user. We particularly liked its vault-oriented approach that ensures everything gets properly stored and backed up centrally with the added benefit of single-instance storage, which reduces our storage costs significantly."

KVS is a leading provider of content archiving software for alleviating the pains, pressures and risk companies feel consequentially from the explosive growth of information in messaging and collaborative systems. Its Enterprise Vault e-mail management system is the most comprehensive e-mail archiving system on the market, and reduces storage costs, simplifies the management of and enables the discovery of content held within Microsoft Exchange and SharePoint Portal Server environments.

With the help of bluesource, Watson and his team were able to implement Enterprise Vault across the entire organisation in just four weeks, going live at the end of February 2002. By installing Enterprise Vault, Talbot Underwriting Ltd. has been able to reduce 90 GB of PST files down to just 19 GB – achieving just under a five-fold reduction in terms of disk space.

Talbot Underwriting Ltd. has adopted Enterprise Vault as its corporate standard for e-mail management. Users are now able to search their own 'vault', freeing the IT department of ongoing, daily administrative requests for historical searches, and removing the restriction of inbox mail quotas for users.

"In management time alone, Enterprise Vault has already paid for itself," added Watson. "We were recently asked to provide critical information that was stored in several old e-mails. We also needed to provide copies of every e-mail that mentioned or related to a particular client. We were able to easily search, identify and access these archived e-mails within a matter of seconds, which would have previously taken us days to find without the use of Enterprise Vault."

"It also enables us to securely store information for legal retention and compliance reasons in a completely secure environment. Having installed Enterprise Vault, it's clear to us that any e-mail system without e-mail management is simply not good enough."



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