

# *Proactive email management increases agility in responding to eDiscovery requests*

*Integrated solution from IBM and Neocol allow Insurance Specialist Thomas Miller to archive 23 Million emails and reduce storage by 60%*



The Thomas Miller Group specializes in the management of mutual, captive and other specialist insurance companies. This unique global organization, offers clients a diverse range of skills and services encompassing all aspects of insurance, risk and investment management. With over 550 employees and clients located across four continents, Thomas Miller relies heavily on electronic communication in order to compete in this fast paced, competitive industry.

In recent years the finance and insurance industry has experienced tightened regulatory controls\*. All transactions are now governed by stringent rules, and subject to checks and balances to ensure authenticity and legal compliance. E-mail communications are now deemed to be bona fide legal documents, and as such companies are obliged to retain them for a period of seven years. They must also be able to search and retrieve this information in a timely manner as part of any audit trail or legal discovery motion. Failure to comply can lead to severe legal consequences for the organization.

## **Legal discovery prompts urgent action**

Thomas Miller understands risk management, and with over 30,000 daily e-mails, realized they needed a reliable solution to satisfy this regulatory compliance responsibility, and help to avoid potential business crippling financial penalties.

Thomas Miller turned to Neocol, IBM's go-to-market partner for e-mail archiving and eDiscovery. Neocol have been involved in the implementation of IBM's CommonStore technology in some of the largest examples of successful archiving in the world.

*"Neocol recognize the value in partnering with an industry leading vendor and since creating our IBM practice in 2003, we have invested heavily to provide a leading services division focused directly on delivering cutting-edge IBM content solutions."*

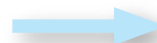
Steve Ellis, Managing Director,  
Neocol UK

*"Today's industry and government regulations and legal discovery are driving the need for a more effective method of managing, retaining and producing electronic information in a timely manner."*

Rashid Mahmood,  
Lotus Notes Systems Manager, Thomas Miller Group



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MILLER**



# Thomas Miller's new e-mail indexing and archiving solution saves time and reduces expense and potential legal risk

## **Business Challenge**

In order to meet with its corporate governance and regulatory compliance mandates (outlined in recent legislation such as SOX and BASEL II\*), the Thomas Miller Group identified key operational challenges that required immediate attention:

- Archive more than 30,000 e-mails and attachments per day
- Upgrade structure and indexing of data for rapid search and retrieval capabilities
- Retroactive indexing and archiving of company's past e-mails
- Identify and fix archive corruption
- Improve management of storage demands (the existing database was almost at 100% capacity)

## **The Solution**

Neocol implemented the IBM eDiscovery solution on the existing Wintel architecture and installed a separate 3.3 TB Disk Array:

IBM DB2® Data Server offers deep compression to enable rapid use of data and reduced storage requirement

IBM Content Manager manages all e-mail content across multiple platforms, databases and applications throughout Thomas Miller's geographically dispersed organization.

IBM CommonStore for Lotus® Domino provides e-mail archiving and retrieval, and manages growth for any Notes database or server platform.

IBM eMail Search provides search, legal hold, and export of case-relevant archived email for discovery purposes. Built on high volume, fast, and reliable indexing of metadata, e-mails and attachments, it provides scalable and reliable eDiscovery search results.

## **Business Transformation**

Before the solution was in place, searching and retrieving all "case relevant" e-mails was extremely time consuming and laborious, with no guarantee of complete success. Now compliance staff can perform cross-mailbox searches with rapid retrieval results, and place all e-mails on hold ready for legal disclosure, confident of a 100% capture rate.

## **Implementation**

Neocol structured Thomas Miller's database to integrate all e-mail content with other contextually similar documents, such as contracts, through a policy-driven archive, that maximizes retrieval speed and accuracy.

E-mail linkage of user mail files and archived journal files provides "Single Instance Storage" saving space. System performance is enhanced by IBM CommonStore's feature of continually trimming the Lotus Notes database.

After deployment the Journaling function on the Lotus Domino Servers was enabled, helping to ensure all new e-mails (30,000 per day) are captured and archived, with full-text indexing being applied to every e-mail for ease of identification. In total 23 million e-mails and attachments were archived as part of the implementation, saving Thomas Miller huge resources spent on time-consuming manual search activities.

## **Business Benefits**

IBM's eDiscovery solution offers Thomas Miller an integrated, on demand e-mail storage and retrieval system that addresses their legal compliance needs.

- 30,000 e-mails and attachments are archived every day
- All e-mails are indexed for rapid search and retrieval capabilities
- 23 million e-mails retroactively archived in case relevant format and eDiscovery ready
- Deep compression and single instance storage functionality reduced storage space by 60%
- Users now benefit from unlimited mailbox management

## **Goals achieved and more...**

Using IBM's eDiscovery solution, Thomas Miller is now addressing its legal compliance responsibilities. Neocol's implementation has removed potential financial risk and dramatically enhanced e-mail performance and storage. Immense amounts of time and resources previously spent on laborious and inaccurate manual e-mail recovery are now re-directed to more profitable business activities.

*"IBM's eDiscovery provided us with the stability and functionality that we needed to address and meet our e-mail archiving, retention compliance regulatory requirements."*

Rashid Mahmood, Lotus Notes Systems Manager, Thomas Miller Group

## **A closer look at the Law...**

\* SOX (the Sarbanes-Oxley Act) sets out guidelines for information technology (IT) in the areas of control (internal controls), evaluation (governance, measurement and recordkeeping), and disclosure (reporting and certification).

\* BASEL II (the Basel Committee on Banking Supervision) cover risk improvement and asset management within the banking system, and the laws applied to disclosure of information and the transparency of transactions.

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