

eDiscovery and email archiving - reduces financial risk, dramatically improves email performance and lowers storage costs

IBM® and Neocol eDiscovery and email archiving solution enables Toyota Financial Services to have immediate access to critical information



Toyota Financial Services is a leading provider of automotive financial services, offering an extensive line of financing plans and vehicle and payment protection products to Toyota customers and dealers throughout the world. The Toyota Financial Services worldwide brand identity was launched in December 1999 and acts as an umbrella brand name used to market the products of Toyota Motor Credit Corporation (TMCC) and Toyota Motor Insurance Services, Inc. Toyota Financial Services (UK) PLC (TFS) is the captive automotive finance house for Toyota and Lexus in the UK.

Over the last decade, TFS has benefitted from the tremendous growth in the Toyota Motor Sales brand, which has seen its worldwide sales increase to a point where it has become the number one car and truck supplier in the world. This has delivered a reciprocal growth in their financial services sector.

Since opening its doors in 1999, Toyota Financial Services has grown from a small company with eight associates to one that currently employs approximately 3,000 associates nationwide with managed assets in excess of \$65 billion.

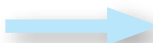
The e-mail revolution brings about legal and corporate compliance complications

In recent years the finance and insurance industry has experienced tighter regulatory controls - notably SOX legislation (Sarbanes-Oxley Act of 2002). 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.

TFS realized that they must be able to search and retrieve this information in a timely manner as part of any audit trail or legal discovery motion or face possible legal consequences, so they contacted Neocol whose expert guidance and best practices were ideally suited complete a project of this complexity.

“Neocol has demonstrated excellent responsiveness in providing ongoing support of the IBM Content Collector for Email system. We feel sure that our future requirements will also be met to fill our internal skills gap, hence we have committed to awarding a 3 year support contract to them. We look forward to their assisting us with managing our message archiving capacity requirements”.

Hemant Sohoni, Collaboration Tools Team Leader



IBM's eDiscovery solution achieves secure archival of emails and daily indexing, with fast search and retrieval!

Business Challenge

Toyota Financial Services had three major business challenges that needed addressing.

- They had to ensure that all systems were Sarbanes-Oxley compliant and that they met FSA regulations
- They needed to dramatically reduce rapidly increasing storage costs
- They had to easily find e-mails to support litigation cases and provide supporting communication to the HR team quickly and efficiently

As well as the non-compliance risk to the business, TFS was spending excessive amounts on storage for their primary e-mail server. This accounted for 70-80% of the used space and spanned many individual and fragmented servers. Urgent and dramatic action was required.

The Solution

IBM & Neocol were able to demonstrate to Toyota Financial Services that IBM's eDiscovery and email archiving solution was a strategic response that could meet their current compliance and operational requirements. The deployment consisted of three key products:

IBM Content Manager manages all e-mail content across multiple platforms, databases and applications throughout the organization.

IBM Content Collector for Email (previously known as IBM CommonStore for Lotus® Domino) provides e-mail archiving and retrieval, and manages growth for any Notes database or server platform.

IBM eDiscovery Manager (previously known as 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

With no e-mail archiving TFS had a huge liability as e-mails were often lost or deleted by staff creating the possibility of a critical legal liability. In addition, with no eDiscovery solution, it was difficult for staff to search and easily find correspondence. After deploying the e-mail archiving and eDiscovery solution Toyota Financial Services realized instantaneous benefits by having immediate access to critical information. They were also able to quickly respond to the dynamic demands of their employees, customers, partners, suppliers and legal requests.

Implementation

Toyota Financial Services conducted, and shared, a stringent evaluation process whereby they reviewed the short and long term business requirements and capabilities.

Neocol then worked with key personnel at Toyota Financial Services to implement the system which would meet all the business requirements that were driving the project - most importantly SOX & FSA compliance. Additionally, with the escalating operational costs that Toyota wanted to reduce, Neocol were able to implement IBM's eDiscovery and archiving solution that would satisfy all the key project requirements.

Neocol used their experience with many other similar deployments and showed the Toyota team how other leading organizations met and complied with such stringent regulation.

Business Benefits

IBM's eDiscovery solution delivered to Toyota Financial Services an integrated, on demand e-mail storage and retrieval system that addressed their legal compliance needs.

- Daily archiving of e-mails and attachments
- Live e-mail storage reduced by 50%
- Over 1.3 million e-mails archived
- eDiscovery ready with all e-mails indexed for rapid search and retrieval capabilities
- Deep compression and storage functionality dramatically reduces storage space
- Export .nsf files for further analysis, legal review and forensics

Future compliance secured

Using IBM's eDiscovery solution, Toyota Financial Services are now complying with their legal responsibilities and have minimized any critical business impact from legal non-compliance. Neocol's implementation has removed the potential financial risk and dramatically enhanced e-mail performance and reduced storage costs.

"Neocol delivers business technology solutions that create unquestionable return on investment. By combining IBM's leading Information Management software with our proven delivery methodology, we deliver first time, every time".

Mark Sampson, IBM Sales Manager, Neocol UK

A closer look at the Sarbanes-Oxley Act...

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

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