

Schober

Schober was looking for an archiving solution that allows users to directly access their archive and thus be able to restore lost emails—without the help of an additional backup solution. Another important issue was the compliance with data management laws and regulations. Micro Focus® Retain™ Email was able to meet both of these needs.



Overview

Schober Information Group Deutschland GmbH is part of Schober Holding International GmbH. As a holding company, Schober Holding International GmbH, based in Berlin, Bonn, London, Singapore, Stuttgart and Zurich, brings together companies and participations in the marketing, technology, and ecommerce fields.

Challenge

Schober has developed from an address provider to one of the leading companies for data services and solutions. The company supports its customers in building close customer relationships by giving them a better understanding of customer preferences and wishes and determining the best method to communicate with them.

This means that every correspondence, which contains business agreements or deal information for a business, needs to be archived. The data—depending on its kind—has to be saved for 6 to 10 years. And the data should be complete, immutable, and restorable at any time. Since the communication of Schober is mostly confidential and critical the secure archiving of their data was presupposed. The archived messages should also be easy to retrieve and restore at all times.

Schober was looking for an archiving solution that allows users to directly access their archive and thus being able to restore lost emails—without the help of an additional backup solution. Another important issue was the compliance with data management laws and regulations.

Solution

Peter Johnson, consultant at Schwartz GmbH & Co. KG, is a certified Micro Focus Premium Partner and advised Schober during the complete archiving project. Peter is an archiving expert and immediately recommended the Micro Focus archiving solution, Retain Email.

The compliance features of Retain Email were a decisive buying criteria for Schober. However, a direct end-user access was of high importance for the IT department, too. Since Retain Email archives all data in one central location, all users have direct access to their mails.

Retain Email enables them to easily restore single mails without the help of the administrator. Thanks to an optimized deduplication technology, each mail (including attachment) is only archived once, which can reduce the storage and eDiscovery costs by up to 60%. Retain Email from Micro Focus makes it easy for companies to comply with IT laws and



The Future of Targeting

At a Glance

■ Industry

Business Services

■ Location

Germany

■ Challenge

Schober needed an archiving solution that allows users to directly access their archive and fulfills compliance with data management laws and regulations.

■ Solution

Use Retain Email, which archives all data in one central location and allows users to have direct access to their mails.

■ Results

- + Provides users the ability to access the archive without a system administrator
- + Enables users to restore deleted emails
- + Makes it possible to easily adjust the solution to individual compliance requirements

“Finally, we are in line with all compliance laws and regulations. But even more important, our users can now find and restore mails on their own.”

GREGOR DOTZAUER
Archiving Project Manager
Schober

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to fulfill all data management requirements. Retain Email's policy-based archiving functions let the administrator define precisely which data will be archived. This makes it possible to easily adjust the solution to individual compliance requirements. Additionally, Retain Email can flag an archived item, or an entire email account, to protect any email that may potentially be involved in future litigation.

Results

The implementation of the product went smoothly without any unexpected challenges. Since the mail server has been prepared for Retain Email prior to the implementation, the installation and the configuration of the software has been completed within a couple of hours.

After having successfully implemented Retain Email, the users were quickly introduced to the new software.

With the help of Retain Email, all users can access their archives without having to contact the system administrator. Even if employees are accidentally deleting emails, they are now able to quickly retrieve them.

Gregor Dotzauer, who was responsible for the archiving project at Schober is very happy with Retain Email: “Finally, we are in line with all compliance laws and regulations. But even more important, our users can now find and restore mails on their own.”



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