

Top 5 US Financial Services Firm

Large financial services group leverages ZL UA to complete massive legacy data migration and solve eDiscovery and file management issues.

CUSTOMER PROFILE

INDUSTRY

Banking and Finance

SIZE

40,000 employees

HEADQUARTERS

Midwestern United States

BUSINESS REQUIREMENTS

eDiscovery, file management, storage optimization, records, API

SOLUTION SUMMARY

SOLUTION

Discovery Manager
File Archiving
ZL Migration Services

ENVIRONMENT

Zantaz EAS
Digital Safe
StoredIQ
MS Windows Server
MS Exchange Server
2.7 billion messages migrated

BACKGROUND

Headquartered in the Midwest with 7 million clients and over \$900 billion in assets under management worldwide, this customer is one of the largest financial services firms in the world. It places an emphasis on attention to the individual investor and fosters a personal feel amongst its customers and its 40,000 employees.

Business Needs

This customer's primary need revolved around their file environment. Their existing StoredIQ solution posed numerous problems and led them to feel they lacked control of their files. Applying retention at the document level was extremely challenging, leading to unnecessary data storage costs and creating risk associated with retention of sensitive data. Additionally, StoredIQ was primarily providing metadata reports that could not provide insight into document content, an element that is key for both eDiscovery and records management.

These control issues, combined with their frustrations over StoredIQ's difficulty scaling to the firm's quickly growing data volumes, led the customer to look for another provider, namely one that could apply holistic information governance. Functionally their StoredIQ solution was

a point solution, and as such had limited capabilities when it came to managing multiple data sources. The customer wanted to look into a product that would allow them to manage their various data sources and their corresponding governance functionalities through one platform.

Part of this organizational push for a more unified governance provider was due to the customer's concerns over their existing email management product, Zantaz EAS. At the time the customer was worried this product may be end-of-lifed, and therefore the customer would lose support for the solution. This concern, coupled with the organization's desire for a single platform for both emails and files, led to them searching for a new solution.

Finally, given the customer's size, any new solution needed to provide robust migration capabilities. They were concerned that with different solutions for email and file management, the migration to a single platform would be ineffective. With 50 TB of email data in EAS and over 20 TB of files data in StoredIQ, any migration would be a very large one, and the customer needed to ensure the success of the migration before beginning.

RESULTS

Unified Information Governance

Ultimately the client chose to implement ZL UA to satisfy their information governance needs. ZL UA not only allowed the customer to manage both files and emails through a single, scalable platform, but also provided robust eDiscovery capabilities across all enterprise data.

▪ **File Archiving**

Previously the organization’s file shares were spread across the enterprise, a setup that posed numerous management problems. ZL UA allowed the customer to centralize their files into one platform and one location. Additionally through ZL File Archiving, the customer was able to apply extremely granular retention policies and implement thorough deduplication processes, which combined to significantly reduce total storage footprint. ZL File Archiving also provided the customer with full-text indexing of all their content, which greatly improved their searching capabilities, especially with regards to eDiscovery. Finally, the customer used ZL to lock down files in WORM storage in accordance with compliance regulations.

▪ **Email**

ZL moved the customer off Zantaz EAS to ZL UA, which provided cutting-edge email management technologies that were built for the large enterprise. With sophisticated keyword and metadata-based global search options coupled with comprehensive information capture of each and every email, ZL UA gave the customer unparalleled management options.

▪ **eDiscovery**

Having all company data accessible through one platform allowed the customer to centralize their eDiscovery needs through ZL Discovery Manager. With a single place for all eDiscovery functions, including legal hold management, searches, and early-case assessment, the customer streamlined their process by adopting a single solution to handle any eDiscovery request.

API Use

Information governance cannot be a one-size-fits-all product, therefore ZL offers organizations an advanced API kit and customization options to best fit ZL UA to each customer’s precise needs. This customer emphasized the need for a personalized deployment and has worked extensively with ZL support and the ZL API kit to make their desired custom tools and modifications to their ZL system.

For example, they worked with ZL and with the ZL API kit to optimize their mailbox crawling capabilities. Instead of simply following an arbitrary path, ZL begins by scanning the largest mailboxes first while scanning others in parallel, which allows for mailboxes that take the most time to get a head start. Given the customer’s size, they had certain mailboxes that were extraordinarily large, and thus beginning crawling early on these special cases, saving them a significant amount of time in the crawling process.

Migration

Despite the customer’s complex migration needs, ZL was able to seamlessly ingest data from both EAS and StoredIQ. Rather than simply handing over a migration tool and asking the customer to do their own migration, ZL worked with the customer, employing a combination of advanced migration technologies and end-user-focused migration services. ZL was able to migrate over 2.5 billion documents and files into ZL UA, while guaranteeing a minimum accuracy rate of 99.95%. Once the migration was finished, ZL provided extensive documentation and statistics to the customer to ensure the defensibility of the migration.

