

CUSTOMER SUCCESS

Hsin Chong Construction Group, Ltd.

Reclaiming Thousands of Hours of Productivity Each Year with Archiving and eDiscovery Solutions from Veritas and The I-Consulting Group (ICG)

Hsin Chong Construction Group's fast-growing business meant fast-growing email. Employees were frustrated by having to frequently offload messages into PST files in order to keep their mailboxes under a size quota. The company turned to Veritas and Veritas Partner The I-Consulting Group (ICG) for an archiving and eDiscovery solution. Results include as much as 80,000 hours a year of employee time reclaimed by eliminating mailbox quotas, a 50 percent reduction in email storage requirements, 10 staff days saved per month in eDiscovery, and 100 percent payback in under three years.



Organization profile

Website: www.hsinchong.com

Industry: Construction

Founded: 1939

Headquarters: Hong Kong

Employees: Over 2,000

RECENT WINNER of awards for first-rate safety management and exemplary stakeholder engagement

Veritas solutions

Archiving
eDiscovery

Strategic IT trends

Information Explosion

Why Veritas?

- Good track record for Veritas solutions already in use
- Comprehensive deduplication, eDiscovery and journaling support
- Strong partner expertise for easy deployment and good technical support

Dazzling and growing

Seen from a distance, the Hong Kong skyline can be dazzling. It has been described as “an endless feast of glass-walled skyscrapers...a spectacular cityscape,” and one of the prime shapers of the cityscape is Hsin Chong Construction Group.¹

The city is changing and growing quickly: there was 24 percent more construction in 2012 than in the previous year, when construction was already booming.² “Our company is a major player in construction for both Hong Kong and Macao,” says Ricky Leung, IT Manager at Hsin Chong Construction Group.

Building volumes of email

Each project generates large amounts of email among Hsin Chong's 2,000 email users, and access to the messages is critical to support workflow and informed decision making. “In the past few years, as our business has grown, so has our volume of email,” says Mr. Leung. To control storage growth and costs, Hsin Chong took a step that many companies take: it implemented mailbox quotas of 600 megabytes, with 5 gigabytes for executives.

Employees found it difficult to stay under the quotas. “Users had to archive messages in PST files, and it was very inconvenient,” Mr. Leung recalls. “They often work at construction sites or at home, and they need to be able to access email from anywhere. It was difficult to retrieve their archived PST files, and we were getting complaints from users.”

The IT team researched email archive platforms, and talked to another construction company that was using Veritas Enterprise Vault™. That company suggested that Hsin Chong seek advice from The I-Consulting Group (ICG), a Veritas Partner that provides Enterprise Vault.

“We found The I-Consulting Group to be quite professional and helpful,” says Raymond Lee, Head of IT at Hsin Chong Construction Group. “They really listened and understood our needs before recommending Veritas Enterprise Vault, and showed us how it would work. Their expertise has been valuable, and we appreciate it.”

Comparing archiving platforms

Before choosing Enterprise Vault, the IT team evaluated the archiving capabilities already present in Microsoft Exchange 2010. “Enterprise Vault gives us much more powerful and comprehensive archiving compared to the native archiving of Microsoft Exchange Server 2010,” explains Mr. Leung. “We especially wanted Enterprise Vault’s superior capabilities in deduplication and eDiscovery, and its support of Microsoft Exchange journaling.” Journaling is important for the company’s compliance and audit requirements, Mr. Leung adds. “We must make copies of all ingoing and outgoing messages,” he notes. “Enterprise Vault deduplication makes journaling practical for us—otherwise our email storage requirements would be too large.”

Solutions at a glance

Key challenges

- Control email storage growth
- Reclaim employee time spent managing email quotas
- Eliminate PST files
- Streamline eDiscovery to save IT staff time

Veritas Products

- Veritas Enterprise Vault™ 10.0.4

Competition

- Microsoft Exchange Server 2010 archiving

Veritas Services

- Veritas Essential Support Services

Veritas Partner

- The I-Consulting Group (ICG) www.i-cg.com

Technology Environment

- Email: Microsoft Exchange Server 2010
- Servers hosting email: HP and Dell servers running Microsoft Windows Server 2008R2
- Email archive storage: HP EVA SAN

Business results and technical benefits

Operational efficiency

- Up to 80,000 hours of employee productivity reclaimed each year by eliminating mailbox quota management
- 50% reduction in email storage required
- 5 hours a week of help desk time available for more valuable projects
- 10 days a month of IT staff time saved by streamlined eDiscovery

Cost savings

- HK\$400,000 (US\$50,000) in email cost avoidance over two years
- 100% payback in under 3 years

Hsin Chong was already familiar with Veritas, as it had been using Veritas™ Endpoint Protection and Veritas Backup Exec™ for years. “Our Veritas solutions are reliable and perform well,” Mr. Leung says. “That helped make Enterprise Vault an easy choice.”

Reducing email storage by 50 percent

As Enterprise Vault archives the messages, it compresses and deduplicates them, and the first benefit that the IT team noticed was a 50 percent reduction in the volume of messages stored. Two terabytes of email were reduced to one terabyte, and the time required to back up email was cut from six hours to three.

Also, the IT team is in the process of using Enterprise Vault to identify PST files on the network. It will migrate the files into the Enterprise Vault archive, where their

contents are deduplicated and indexed for easy searching. When that project is complete, the team will configure the network to prohibit PST files, Mr. Leung says.

“Our IT staff gets about five requests a month to search email. With the Enterprise Vault Discovery Accelerator, we’ve cut 10 days a month of staff time to about a half hour.”

Ricky Leung

IT Manager

Hsin Chong Construction Group

The move away from PST files is already saving help desk time. In the prior environment, users called the help desk about 10 times a week for assistance in creating, searching for, or repairing PSTs. Those requests have dropped to zero, giving the help desk about five hours a week for more valuable projects. In addition, by eliminating PST files on their PCs, the 2,000 users have reclaimed an average of about two gigabytes each on their computing device drives, freeing about four terabytes of space in the company for more productive uses.

Because Enterprise Vault has increased email storage efficiency, the IT team has been able to raise mailbox quotas from 600 megabytes to 1 gigabyte. Employees no longer have to pay attention to quotas because Enterprise Vault archives messages after three months—or one month if a message has a large attachment—and automatically keeps mailboxes below the quotas.

Saving employees up to 80,000 hours a year

Archiving is transparent to employees, and messages, whether archived or not, appear in an employee's Outlook email client and open with a double click. Archived messages are available through Outlook Web Access to employees who work off site. "Employees are very happy with the new solution," Mr. Leung says.

Because employees no longer have to manage quotas or PST files, they save as much as 10 minutes a day, Mr. Leung estimates. Saving 2,000 email users up to 10 minutes a day reclaims as much as 80,000 hours a year for more strategic tasks.³

Spending 10 fewer days a month on eDiscovery

More time is saved in eDiscovery. "Our IT staff gets about five requests a month to search email messages for audit, compliance, or legal reasons," says Mr. Leung. "With the Enterprise Vault Discovery Accelerator, we've cut 10 days a month of staff time to search email in the previous environment down to a total of about a half hour."

Avoiding HK\$400,000 in expenses

By pulling messages off email servers as it archives them, Enterprise Vault also delays the need to purchase additional email servers and storage. "Because old messages are removed from expensive, tier one fast drives, we don't need to purchase as many of those drives, and we can put the archive on lowercost, high-capacity drives," Mr. Leung notes. "In the next two years, this project will enable us to avoid about HK\$400,000 (US\$50,000) in costs."

As the IT team looks ahead, "statistics and reports from Enterprise Vault are also quite useful for doing our resource planning for email," Mr. Leung says. The company is also considering using Enterprise Vault to archive SharePoint documents in the future.

The Veritas solution should pay for itself in less than three years, Mr. Leung estimates. "It saves employee time and also IT staff time, letting our IT team focus on projects such as mobility and security that can make a bigger difference for the company."

It's another step forward in making billions of dollars of difference on the skylines of Hong Kong and Macau.

For more information

Contact your local Veritas Sales Representative or Business Partner, or visit our website at www.veritas.com.

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Raymond Lee

Head of IT
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1. Hong Kong Architecture. Tripadvisor.com. Accessed November 22, 2013

2. The Construction Index. Accessed November 22, 2013

3. Estimated 10 minutes per day spent managing mailbox size to stay under quotas × 250 working days per year = 2,500 minutes ÷ 60 minutes per hour = 41.7 hours per year × 2,000 email users = 83,400 hours. Rounded to as much as 80,000 hours a year reclaimed for more valuable projects.