VERITAS™

VHB

Maximizing Return on Investment in Microsoft Office 365® with Veritas™ Enterprise Vault.cloud

VHB, an engineering, planning, design, and environmental services firm, needed to streamline email archiving for its small IT team. The company replaced its existing on-premises archiving system with a Veritas cloud-based solution that would also enhance VHB's new Microsoft Office 365® platform. Results include 83 percent less archive administration time, 10 times faster eDiscovery search time, and full journaling support, an important eDiscovery feature which is not possible with VHB's Microsoft Office 365 platform alone.

Connecting across multiple projects and locations

Ranked 78th in the nation among top design firms by ENR, VHB partners with clients to improve mobility and enhance communities, while balancing growth and development with environmental stewardship.

Since 1979, VHB has grown to 1,000 employees in 22 locations along the east coast. Effective business correspondence is essential for its teams. "Email is very critical," says Geoff Pangonis, messaging administrator. "Some of it has been replaced by instant messaging and similar tools, but it's still a big part of the way we communicate."

To safely store past messages, the IT team originally deployed EMC Legato EmailXtender, an on-premises email archiving system.

Replacing a deficient archiving system

Four years ago, with the employee roster growing and remote access becoming paramount, VHB was due for an archiving upgrade.

"The on-premises maintenance was becoming cumbersome, and it was a little bit of a flaky product," remembers Pangonis. "Every time a patch came out, I was guaranteed 12 hours or so of troubleshooting why it didn't work."

The eDiscovery process was another burden for Pangonis, who conducted an average of two searches per week for the legal department. He spent an estimated six hours each week on routine reporting.

VHB *Vanasse Hangen Brustlin, Inc.*

Organization profile

Site: www.vhb.com
Industry: Engineering Consulting
Headquarters: Watertown, Massachusetts
Employees: 1,000

Key challenges

VHB needed to simplify its email archiving process, plan migration to cloud email, increase its archive storage capacity, and enable faster, more complete eDiscovery.*

Solution

VHB deployed Veritas™ Enterprise Vault.cloud to increase efficiency and maximize their investment in Microsoft Office 365.

Benefits

- 83% reduction in email archive administration time
- 10x faster eDiscovery query time
- More efficient journaling support
- Faster remote archive access by removing need for virtual private network (VPN)
- Increased productivity allowing IT to work on other cost-saving projects

"When doing a search, the performance was very slow," Pangonis recalls. "Depending on the criteria, you could be searching for a half-hour, just waiting for the query to go through."

Enjoying functionality and affordability

VHB settled on two finalists: A solution from another major archiving vendor and Veritas™ Enterprise Vault.cloud. "We ended up doing full trials on both of them, and Veritas Enterprise Vault.cloud won out because of its functionality," says Pangonis. It delivered ease of use and seamless archive access from Outlook, Outlook Web App, smartphones, tablets, Notes, and supported web browsers.

"Veritas Enterprise Vault.cloud was just more straightforward," Pangonis recalls. "The other vendor had several layers of services, including discovery and Web folders, but it just wasn't as simple. It was more cumbersome."

Deepening discovery and raising productivity

Veritas Enterprise Vault.cloud grants many measurable benefits, the first being a reduced administrative burden. Thanks to automatic upgrades and support, weekly archiving duties were cut from six hours to one. This 83 percent time savings translates into over six and a half extra work weeks per year.

The Veritas approach also simplifies archiving for VHB's remote workforce, which accounts for four percent of employees. This is especially true for the 20 percent of that group who are consistently mobile. "They don't require VPN to connect, and it's much easier to visit a Web page than to load the client add-in," says Pangonis. "It's essentially the same experience when they're remote as when they're in the office."

The rapid search functionality and collaborative workflow of Veritas

Enterprise Vault™ Discovery.cloud, the discovery component of the Veritas solution, constitutes another improvement over VHB's legacy system. "Searches that previously took 30 minutes now happen in about three minutes, as much as 10 times faster," says Pangonis. "And it's nice to be able to go in and get a history of what you've done."

Enterprise Vault Discovery.cloud offers a built-in collaborative eDiscovery workflow.* This provides legal teams with self-service access to the archive; however VHB chooses to have only Mr. Pangonis and his IT director conduct searches. The IT team is able to achieve quicker and more comprehensive search results than in the prior environment, and this helps facilitate faster analysis and response times, speeding assessment of a new case.

"From our legal counsel's standpoint, they are in the driver's seat by being able to find if something's out there," Pangonis says. "Before, there could be relevant information floating around and it would be much more difficult to find."

Maximizing the investment in Office 365

For VHB, Veritas Enterprise Vault.cloud adds critical value to Microsoft Office 365, and the company's email and disaster recovery strategy. Enterprise Vault.cloud leverages the native journaling capabilities of Exchange to copy automatically every incoming and outgoing email and attachment into a single online repository, eliminating the possibility of a message being deleted before it is archived. On its own, Office 365 lets users delete archived messages, a vulnerability that does not adhere to VHB's internal policy.

"It would be cumbersome to search messages with Office 365 alone, and I couldn't confidently say we'd have all we needed. And that's really the driving factor. Now our discovery searches reveal who said what to whom."

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"With Office 365 native archiving, you are limited in the amount of data you can search," Pangonis says. "It doesn't really journal, and I don't see a way of efficiently importing our current legacy email into the cloud."

Another concern was that Office 365 limits an in-place hold to 50 mailboxes. And for a sufficient Business Continuity Plan, VHB chose Veritas Enterprise Vault.cloud to be able to access previously archived email even if Office 365 is down.

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The Veritas Enterprise Vault.cloud solution also provides mobile workers access to their archives from their smartphones. This capability is vital for VHB, whose disparate workforce relies on instant access to its email files.

Freeing up IT for other initiatives

Aided by these new efficiencies, VHB is now able to explore other cost-saving projects, including the installation of Microsoft Lync Enterprise Voice. The company is projected to save significantly in telecommunications expenses and see a productivity boost due to visual voicemail.

"Enterprise Vault.cloud gives me more time to work on other infrastructure improvements," Pangonis states. With the Veritas cloud team supporting it, VHB is better-equipped to handle any business challenge that involves access to its email and attachments in the archive. In today's business world, that is no small feat.

For more information:

Contact your local Veritas Sales Rep or Business Partner, or please visit our website: http://www.veritas.com

Veritas World Headquarters

500 East Middlefield Road
Mountain View, CA 94043
+1 (650) 933 1000
www.veritas.com

* A definition of siscovey: "Discovery is the term used for the initial phase of litigation where the parties in a dispute are required to provide each other relevant information and records, along with all other evidence related to the case." Association for Information and Image Management (AIIM). www.aiim.org. Accessed March 31, 2014.

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