

Case Study

SIGMETA / Pfennigparade Foundation opts for Efficient E-Mail Services

»Our experience with Fujitsu has been positive in every respect, and that is true not only for their consulting expertise but also for their support. So it stood to reason that when it came to compliance, we would opt for Fujitsu. With Efficient E-Mail, as the name implies, we now have a highly efficient and compliance-enabled archiving solution consisting of hardware, software and consulting.«

Michael Mesnaric, Head of IT Service, SIGMETA Informationsverarbeitung und Technik GmbH



Responsibility for people and IT

Within more than half a century the foundation Pfennigparade has developed into one of the largest German rehabilitation centers for the physically disabled or challenged. It paves the way for job-related and social integration by bringing together people with disabilities and those without. More than 2,500 persons, approximately 1,500 of whom are physically challenged, learn, live and work together under one roof. The foundation operates a total of 13 affiliated companies, one of which is the IT service provider SIGMETA Informationsverarbeitung und Technik GmbH. Here, more than 130 employees generate an annual turnover of 8 million euros. For an IT service provider the security and compliance aspects are all the more important: After all SIGMETA services IT for the foundation's parent company and its affiliates as well as for external customers – and thus bears significant responsibility. For years in terms of data backup SIGMETA has relied on the market-leading data protection software Symantec Backup Exec. And then it became essential to find a solution that would enable legally compliant storage as well as the administration of electronic correspondence.

Consulting in the framework of Efficient E-Mail Services

A look into German law reveals how essential the right solution is: Accordingly companies are obliged to maintain certain critical data in revision-safe form for a period of ten years and longer if need be. To some extent even CEOs are personally liable for the security of business-critical data and systems if compliance-relevant regulations are violated. Here, in particular the careless handling of e-mails – in light of tax law, data privacy, accounting regulations as well as general due diligence and organizational responsibilities – may prove ruinous. De facto it is unfortunately no exception that the files and mailboxes of employees – especially in case mailbox capacity is limited – are analyzed regularly "upon someone's initiative" without any legal foundation, old data files shifted and e-mails that are considered outdated (and thus no longer business-relevant) deleted. This conflicts regularly with provisions related to the secrecy of telecommunications, data privacy laws or statutory provisions concerning data storage. For that reason SIGMETA wanted to be on the safe side, both legally and technically and called on Fujitsu's consulting expertise in the framework of Efficient E-Mail.

The customer

Since its foundation in 1999 the IT service provider SIGMETA GmbH has pursued the goal of integrating people with physical and sensory impairments in a work environment with career opportunities. SIGMETA is a member of the Munich-based foundation Pfennigparade. www.sigmeta.de



The challenge

To create revision-safe e-mail archiving on a reliable hardware platform allowing the company to act in compliance with legal regulations.

The solution

Fujitsu Efficient E-Mail Services offers specific consulting expertise in e-mail infrastructure including archiving and backup, efficient server and storage systems, best-in-class software and professional services all from a single source.

The benefit

- Observance of compliance guidelines
- Time savings through efficient tools for the recovery of archived e-mails

Products and services

- Server : 1x PRIMERGY RX300 S6
- Storage: 1x NetApp Filer FAS2020
- Archiving software: Symantec Enterprise Vault 8.0 Storage Management Advanced Edition for Microsoft Exchange, Symantec Enterprise Vault 8.0 Storage E-Discovery Edition for Microsoft Exchange
- Database: Microsoft SQL Server 2005
- Services: Fujitsu Efficient E-Mail Services

Highly efficient hardware basis

The Fujitsu Efficient E-Mail solution and consulting package is comprised of modular products and services for setting up and perfecting the ideal infrastructure in e-mail environments. With Symantec Backup Exec, SIGMETA already had a reliable backup and recovery solution for Microsoft Windows Servers and Microsoft Exchange Servers. However, the missing component to achieve a legally compliant e-mail infrastructure was an archiving solution. In the course of Fujitsu’s consulting activities and a strategy workshop that took place on the SIGMETA premises, the company opted for Symantec Enterprise Vault. “This is a very renowned product,” says Michael Mesnaric, Head of IT Service at SIGMETA. “Just like the highly efficient PRIMERGY RX300 S6 system on which the Symantec solution is now running – in the field of servers we truly appreciate collaborating with Fujitsu.”

Making e-mails probative

Together with the Head of IT Revision or the IT security officer of SIGMETA and both administrators, Michael Mesnaric has virtually worked his way into the legal set of problems: “Electronic business correspondence includes not only business letters and orders, but also of-fers that are usually also forwarded via e-mail. As a company we are obliged to store these in such way that, when it comes to a revision, it is possible to control, for instance, when exactly an order was sent out. In case of a legal dispute, I might have to prove something with an e-mail.” The highlight of Efficient E-Mail lies, not only in its storing and archiving options, but also in the fact that e-mails cannot be changed subsequently. “And with that I am really on the safe side,” says Mesnaric.

No exaggerated archiving

This guarantee is provided by Symantec Enterprise Vault. Regardless of its storage location it is possible to automatically record, categorize and index data from e-mails and to archive it according to data storage guidelines. As a result, storage costs are reduced and administration simplified. And clearly, it would be exaggerated to store all the e-mails of a company. “The advantage of Symantec Enterprise Vault lies not least in the fact that the user is able to recover mails from the archive in order to minimize the data pool,” Mesnaric explains. “And it is certainly not necessary to archive banal arrangements between colleagues that have been mailed back and forth.” Those e-mails requiring safe storage are all moved into an archive on the PRIMERGY server. To ensure data privacy only SIGMETA’s IT Revisor or other authorized persons have exclusive access rights. Mesnaric felt that he was in good hands with Fujitsu at his side:

“For more than ten years Fujitsu has been our reliable partner. In particular we were very satisfied with the consulting services during the Efficient E-Mail project. We are now going to purchase additional PRIMERGY servers for our data center.”

Naturally the Symantec solution also administers deletion deadlines that require legal compliance in some cases as well. This is also a fully automated process. For the recovery of e-mails, on the other hand, users are provided with convenient search tools. Thanks to a user-friendly interface the installation is simple – Symantec Enterprise Vault can be put into operation within minutes. With this solution SIGMETA GmbH is optimally equipped for the future and complies completely with the regulatory framework for companies.



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