

Email Archiving for Office 365

CV-Library is the UK's leading independent job board, hosting almost 200,000 jobs across all sectors every month for the nation's jobseekers, while also supporting recruiters and employers with varied services. The main communication vehicle used to reach them is email, so its governance is critical to the business.

RAPID GROWTH RESULTED IN CHANGING NEEDS

CV-Library has grown rapidly over the last five years, from a company with less than 100 employees to more than double that number. The email infrastructure had been built in-house to meet the company's specific needs, including integrations with other business-critical systems, such as CRM. It continues to meet these needs, but has evolved significantly, including a move from a 100% on-premises model to a hybrid on-premises/cloud architecture incorporating Office 365.

AN EMAIL ARCHIVE IN NEED OF UPGRADING

The email archiving solution more than adequately served the business' needs when CV-Library was a smaller organization, but as the company grew, it started to become a management and support headache. Not only did it require significant ongoing management of the application that had been written in-house, but the hardware platform needed upgrading, as it was running out of disk space.

The challenges of increased volumes of emails were not only impacting the archive itself – overnight backups to cloud storage were also creating problems. As volumes grew, backups were taking significantly longer, soaking up bandwidth, and any internet connectivity outage resulted in a failed backup. This was all adding up to increased staff time and increased business risk.

FINDING AN EMAIL ARCHIVE FOR OFFICE 365

A planned move to Office 365 was driven by the usual benefits – achieving operational efficiencies and reducing the costs associated with managing and supporting an on-premises infrastructure. David Thunder, IT Systems Manager, decided to use the move as an opportunity to find a replacement email archive.

He assumed the obvious and quickest solution to his archiving problems was to license Microsoft's. Since it is fully integrated with Office 365 email and because it is SaaS, it would resolve his backup and disk space issues. Also, as the company continued to grow and expand into new territories, it could simply add more user licenses and not have to worry about the archive location or scaling the hardware.

David started his investigations by speaking with his current IT suppliers and doing some desk research. However, he soon ruled out Microsoft when he began to understand the architecture and limitations. It was clear that other solutions would better meet his more advanced requirements, and separating the email archive from the email platform would provide much needed resilience, since CV-Library would not be reliant on a single vendor for both.



“ It was important for us to deploy a proper email archive, separate from Office 365. ”

David Thunder,
IT Systems Manager

DATA EXTRACTION AND GRANULAR PERMISSIONS PARAMOUNT

During the investigation phase of the project, Cyren quickly became the preferred vendor, due to its transparency around data extraction. All the other vendors under consideration were somewhat vague about how data could be extracted if CV-Library might want to migrate to another archive at some point in the future. David's due diligence also included a demonstration quite early in the process, and he liked the ease-of-use of Cyren's powerful search interface. He also liked that Cyren's archiving infrastructure for European customers is based in data centres in Germany, a country he believes has the most stringent privacy regulations.

The functionality that led to Cyren becoming the chosen vendor is the granular role-based permissions model that married perfectly with CV-Library's data governance processes. These are strictly enforced to mitigate the risk of email misuse. CV-Library is not part of an industry considered to be heavily regulated, but understands the benefits to be had from adopting the best practices and standards used by regulated organizations. Visibility into the chain of custody, understanding who is performing searches and multiple authorisation levels for deletions, was highly important. In Cyren's solution, this is all easily achieved by applying one of six pre-defined roles to each user.

REDUCING COSTS FOR INCREASING SUBJECT ACCESS REQUESTS

During the service roll-out at the company, Cyren's eDiscovery interface proved so easy to use that one-to-one user training for key personnel, that was planned for an hour, was cut to ten minutes and no-one has subsequently asked for help.

Since the advent of GDPR, the numbers of individuals submitting subject access requests (SAR) has risen sharply. Keyword searches on Cyren email archive complete in seconds, far quicker than Office 365. The old archive was cumbersome, often taking two hours to perform a complete SAR that now takes around 10 minutes, and there is an irrefutable audit trail to prove they were completed. Other investigations are also completed in a similar, far timelier manner, together saving tens of man-hours per-week.

Being able to rapidly report on individuals' email usage has provided similar benefits, with the time to produce a management report reduced to around ten minutes from two hours for the previous manual process.

Finally, the costs associated with managing the infrastructure have disappeared completely and administration time is now negligible. With the old archive, together, these would take at least two man-days per month.

THE CHALLENGE

CV-Library's email infrastructure is necessarily complex to meet its unique needs with respect to integration with other business-critical systems. The email archive could no longer meet the rapidly growing business' needs and was soaking up man-hours of management time.

A number of coinciding compelling events led to a project to migrate to a new archive. Initially the solution seemed obvious – license the Microsoft archive when they migrated to Office 365, but it soon became clear that it would not meet their needs.

THE CYREN DIFFERENCE

- Saved tens of man-hours per week performing SAR searches and other investigations
- Saved two man-days per month that were spent managing the old archive
- Intuitive user interface required little user training
- Requires very little ongoing management
- Separated the archive from the email platform to reduce risk
- Achieved the highest levels of data privacy
- Aligned perfectly with CV-Library's strictly enforced data governance processes
- Mitigated the risks associated with email misuse