

## PST elimination and archiving for global financial services firm

60 TB PST | 6,500 USERS | EV

**This global provider of financial services is a highly regulated organization. It made the decision to eliminate PST files from its entire business for compliance reasons, based on the fact that the cost and risks associated with legal discovery of email in PST files were unsustainable.**

### > CHALLENGES

- Legal discovery process unsustainable.
- 6,500 users in 6 countries in 3 continents.
- 67,000 PSTs included corrupted data and missing passwords.
- 60TB data, with largest user almost 1TB.

### > SOLUTIONS

- Quadrotech PST Flight Deck.
- De-duplication to reduce cost.
- Convert old ANSI formats.
- Identification and migration of all PST files to Enterprise Vault.

### > BENEFITS

- Defensible migration and elimination of PST files.
- End-to-end tracking and helpdesk.
- Meets compliance and operations requirements.

The firm was unable to track whether it was accessing all data, and the process was very labor intensive. The situation was made worse as PST files were often password protected or corrupt, with no way of accessing the content.

Initially the organization tried a manual approach to PST migration but struggled with the scale of the problem. The nature of its business meant that most PST files were password protected, but users did not know their passwords. Over time the number of and size of PST files had grown. Over 800 files over 20GB were discovered, with the largest at 39GB, all contributing to an increased level of corruption.



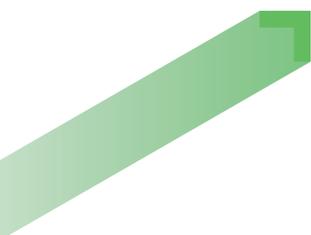
The complexity led to the selection of Quadrotech's PST Flight Deck to automatically locate, centralize, prepare and ingest all files into three instances of Symantec's Enterprise Vault running in datacenters on three continents. The company's business involved working with other financial institutions worldwide. As such it was vital that the migration process was completely defensible as eDiscovery requests occurred on a frequent basis. The number one priority was end-to-end tracking of the process for every PST file from initial location to final ingestion. PST Flight Deck was determined to be the best solution for this requirement.

The initial stage in the project involved using PST Flight Deck's capability to locate the entire PST file estate. This identified about 6,500 users with a total of 60TB of data. The information allowed the client to scope the project and configure PST Flight Deck's advanced centralization technology to avoid impacting live system operation.

The next step in the process was the preparation of the files for ingestion. PST Flight Deck's ability to process PST files to remove passwords, but without cracking or storing them, meant the organization could avoid having to interact with users who had probably forgotten the password anyway. De-duplication was also very important. Over time PST files had been duplicated as users created additional backup copies. One user had over 300 PST files. Eliminating duplicate items reduced overall discovery costs.

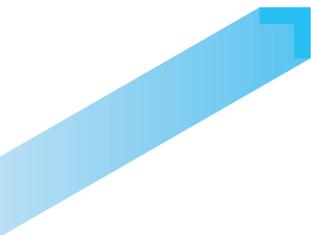
One further consideration was an interface into the help desk. Inevitably a PST elimination project prompts queries from end users. Empowering help desk agents to deal directly with queries through a sophisticated dashboard meant faster resolution and lower impact to the organization.

It was only due to the automation and level of control supplied by PST Flight Deck that this project could be undertaken in the first place. As a result the organization has now implemented a strategy through a defensible PST elimination project, allowing the Compliance Office to be certain it are able to meet its legal obligations.



## About Quadrotech

Quadrotech specializes in email migration projects of all sizes. In the past two years alone, we have migrated over 11.6 Petabytes of data and almost 4.7 million mailboxes. Our single-vendor approach allows the management and co-ordination of migration across four email content locations. We provide direct export and import connectors for the major on-premises, cloud email, and archive platforms.



Our services don't stop at migration. We are also the market-leading provider of Office 365 reporting, analytics and auditing tools. Offering a suite of over 100 reports covering all major Office 365 services, our reporting solutions help customers gain the business insight to control their Office 365 environment on a global scale.