



# Email Management for Large Manufacturer

## AN INFORMATION GOVERNANCE CASE STUDY



### THE SITUATION

Proper Records Management (RM) has always been an important focus of this manufacturing client. With its growing amount of electronic information, a critical need was a mechanism to keep the email that is important for business and legal obligations. The solution also needed to be easy for end users, allowing them to declare and classify records as needed.

### THE SOLUTION

Proprietary email management systems along with IBM records management and email governance enable end users to easily manage electronic business documents and corporate records.

A core feature is the use of proprietary Zone Management®. Through Zone Management, the client can manage corporate email using three zones:

1. Corporate Records—emails the company must retain to comply with the RM program. These email records are retained for the specified retention period within the corporate file plan.
2. Working—emails which are not records but still have value to the user related to ongoing projects.
3. Auto-Delete—transient email that has no long-term business value. Such emails are informational only and not necessary to retain for an extended time period.

### THE RESULT

Approximately 1,500 users in five U.S. offices as well as field and remote users are now able to:

- delete email that has no long-term business value
- implement RM policies and procedures across all information
- provide defensible strategy during litigation
- provide governance to important business records
- drastically reduce server space used by mailbox data

## Auto-delete

transient email that has no long-term business value!



## Value

Data footprint reduction = cost reduction!

