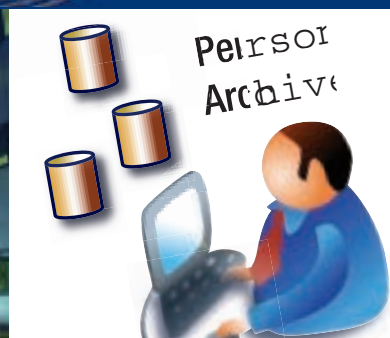


# Using Archiving to Eliminate PST Files



## How EDF Energy Reclaimed over 3TB of PST Files

EDF Energy, created from the merger of London Electricity and Seeboard Group of companies, is one of the largest energy companies in the UK. Based in London with operations across the country, EDF Energy employs 11,300 people. More than a quarter of the UK population depends on EDF Energy for electricity.

Rapid e-mail growth has meant trouble for users at EDF Energy. As with many large enterprises, EDF Energy had instituted quotas on inboxes to conserve disk space requiring users to constantly manage their inboxes to stay under quota. The choice was theirs: Delete potentially important e-mails or create PST files to store their e-mails in.

While the creation of PST files provided temporary relief for users, they created headaches for the IT department. PST files are notoriously prone to corruption, especially as their size increases. At EDF Energy, corrupted PST files were a weekly occurrence that threatened the company's ability to comply with regulations requiring quick and easy access to data. Keith Funnell, Desktop Support Manager, explains: "Compliance is an issue at EDF Energy. We also are concerned with internal policies for all data. For example, CVs are not to be kept for more than 3 months, yet other data must be kept for years."

Moreover, the PST files kept growing, creating a storage predicament. About 4TB of storage space was being consumed by PST files—50% of overall storage capacity.

## Key Benefits

- Reduced personal archiving file disk space used by 75% percent, recovering 3 Terabytes of network storage
- Saved £100,000 in disk space expansion.
- Improved archived data retrieval with sub-second response times.
- Reduced data server backup times by more than 30%.
- Saved two hours per week by not having to recover corrupt PSTs.
- Achieved ability to comply with regulations requiring retention of data for 7 years.
- Substantially reduced the cost and risk of ongoing disclosure management by capturing, indexing and managing corporate email records.

## PST Migration Options

The solution offers the fastest, most automated and flexible PST migration service available.

Highlights include:

- Automatic location of all .PST files whether on local or network drives.
- Automatic association of .PST files with owners and preservation of permissions.
- Flexible migration options, including ability to select items according to age/size/folder/type etc. *E.g. Archive items less than 2 years old and exclude the 'Personal' folder.*
- Flexible post-migration options, e.g. *remove PST completely or leave PST behind with non-migrated items.*
- Option to put shortcuts to archived items back into PST files or into users' mailbox.
- Optionally maintain PST folder format within the mailbox or merge items back into originating folders.
- Fast upload with option to throttle transfer speed to avoid network overload during working hours.
- Deletion of processed .PST files.

## What the Customer Said...

*"With archiving we have achieved significant operational savings and have ensured compliance for e-mail as required. It was a win-win installation for EDF Energy."*

*"The benefits of archiving digital information are seen at the operational level through efficiencies, and business level through easy access to information required for compliance."*

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## The Scalable Choice

Mike Howard, an EDF Energy technology strategist, and his team examined several e-mail archiving products. "Given our large volume of data, I was particularly interested in how quickly data could be archived and retrieved," said Howard. Scalability was also a major consideration.

The team chose to work with messaging experts Essential Computing as their preferred archiving partner.

## Meets Operational Needs

Archiving improves e-mail and file server performance and stability by offloading large volumes of data into an optimised central store. "single instance storage and compression was a key factor in our decision," said Mike Howard. In fact, before implementing archiving, EDF Energy found that, on average, every e-mail had been saved by more than 5 users. Single instance storage saved one instance of the file yet made it available to all users who had saved it.

## Meets Regulatory Needs

Additionally email archiving preserves and protects corporate information assets for compliance with industry information regulations and for supporting litigation events. With the right archive solution in place, organisations can retain their e-mail and file records for as long as regulations stipulate and can rapidly and reliably search for information required for regulators.

EDF Energy is confident that when all PST files have migrated to the archive, all data will be easily and quickly retrieved. Also, a copy of every e-mail is captured for a complete record.

## Massive PST Storage Savings

EDF Energy is archiving more than 1.5 million messages each week and has already drastically improved storage space issues and eliminated PST files across the enterprise. Data that previously took 2-3 days to recover is retrieved in under a second, and PST file corruption is eliminated.

"We have been able to eliminate the need for disk expansion for the data servers, which amounts to a £100,000 savings," said Keith Funnell. "But actual savings are greater because of the support savings on restoration of corrupt PST files and the improved, standardised e-mail environment."

