

CUSTOMER SUCCESS

BEAR Scotland, Ltd.

Fast and Easy Archive Migration to the Cloud with Veritas

A two-person IT team at BEAR Scotland, Ltd. serves hundreds of users who keep thousands of kilometers of Scottish highways maintained and cleared. Veritas cloud services are helping the company succeed. BEAR Scotland decided to move its archive to Veritas™ Enterprise Vault.cloud for lowered TCO and to free up IT resources. The Veritas complimentary archive migration tool enabled the company’s two-terabyte Veritas Enterprise Vault™ archive to be migrated easily to Enterprise Vault.cloud in two weeks using just an hour of IT staff time. Results include GB£20,000 (US\$32,700) in hardware/software costs avoided by retiring existing email archiving infrastructure, a new ability to handle eDiscovery requests in minutes instead of hours, and increased IT staff hours for more valuable projects.

Pretty, snow-covered mountains

BEAR Scotland has an email challenge because its real world challenge is so big.

The company’s mission is to clear and maintain the Trunk Road Network in Scotland, which winds 3,128 km (1,944 miles) through a country that is only 441 km (274 miles) from north to south.

The network twists and turns through scenic, mountainous country that is frequently covered in ice and snow. “We can have quite severe weather in Scotland,” says Scott Paterson, IT Manager at BEAR Scotland Ltd. “We can have ice and snow any time from October to May.”

Throughout the year, email plays a major role in coordinating BEAR Scotland’s 300 email users and the field crews they support. Email messages document the many steps that the crews perform to keep roads clear.

Digging fast through email

“Email gives us a written record of what is said with our client (Transport Scotland, a government agency) and with the public,” Mr. Paterson explains. “The UK’s Freedom of Information Act enables the public to request information from our client, and BEAR Scotland must discover and provide relevant messages and records on request.”

Organization profile

Website: bearscot.com

Industry: Transportation

Founded: 2001

Headquarters: Perth, Scotland

Employees: 600

Maintains Scottish Trunk Road Network which is 3,128km (1,900 miles) in length

Veritas solution

Archiving

Discovery & Retention Management

Archive Migration

Email and Web Security

Strategic IT trends

Cloud

Information Explosion

Threat Landscape

Why Veritas?

- Veritas cloud solutions require almost no IT staff time to administer
- Enables faster eDiscovery and compliance
- Fast archive migration to cloud using complimentary Veritas tool
- Reduced spam and malware with Veritas Email and Web Security solutions

With only two IT staff members to operate information services for hundreds of employees, answering those requests can be a challenge. It was all the more challenging because employees made PST files of excess messages in order to keep mailboxes under a size quota, and the PST files were offline. They were time-consuming to manage and were easily lost or corrupted.

To solve the PST problem, the company originally deployed Enterprise Vault in 2008 to archive and index messages automatically, and make their full text and attachments easily searchable. Once Enterprise Vault was deployed, employees no longer created PST files, and the IT team left PST challenges behind.

Reclaiming thousands of hours a year

The IT team turned to two Symantec cloud solutions three years ago to further streamline the work of the company. "Symantec™ Email Security.cloud has virtually eliminated the average five minutes a day that our employees had to spend deleting spam from their accounts," Mr. Paterson recalls. "It captures spam at the gateway, so all that rubbish never touches our network or consumes bandwidth." With 300 users saving 4 minutes a day, BEAR Scotland is reclaiming as much as 3,000 hours of productivity per year.*

"We also use Symantec™ Web Security.cloud to restrict certain user activities on the web, and we perceive a reduction of wasted time, particularly on social media sites, that reclaims as much as thousands of hours per year of productivity," notes Mr. Paterson.

Because the Symantec services are cloud-based, the IT team needs to spend less than an hour a month administering them.

Solutions at a glance

Key challenges

- Minimize IT overhead required for email archiving
- Streamline migration from on-premise solution to cloud
- Speed up eDiscovery

Veritas products

- Veritas Enterprise Vault.cloud
- Veritas™ Archive Migrator
- Symantec™ Email Security.cloud
- Symantec™ Web Security.cloud

Business results and technical benefits

- Fast and easy archive migration to Enterprise Vault.cloud
- Projected ability to handle eDiscovery requests in minutes instead of hours
- Up to 3,000 hours of productivity per year reclaimed by reducing spam
- Thousands more hours per year reclaimed by optimizing web use
- 2 TB email archive migrated in two weeks with just an hour of IT staff time, saving estimated hundreds of hours of staff time
- GB£20,000 (US\$32,700) in hardware/software refresh costs avoided in future by retiring email archive infrastructure

Because of gains like these, the IT team decided to move its Citrix and Microsoft® Exchange services to cloud services providers. In addition, the team realized that it could reduce administration time further by migrating the two-terabyte on-premises Enterprise Vault archive to Enterprise Vault.cloud. "The unlimited storage, resilience, and processing power of the cloud made Enterprise Vault.cloud a perfect fit," Mr. Paterson says.

Migrating to the cloud quickly and easily

When Mr. Paterson first investigated cloud-based archiving, he was concerned that moving an email archive to Enterprise Vault.cloud might involve restoring messages from the archive to mailboxes and offloading them onto DVD files that could be sent to Veritas. "That could take weeks of staff time," he explains. "It wouldn't be practical."

Instead, he learned that a complimentary Archive Migrator tool was available from Veritas and that it was recommended for archives of up to about two terabytes in size. For bigger archives, Veritas partners are available to assist with migration.

"With the complimentary Archive Migrator tool from Veritas, we migrated a nearly two-terabyte archive of email to Enterprise Vault.cloud in batches over two weeks, and it took less than an hour of staff time in total," Mr. Paterson says. "The batches ran in the background. The Archive Migrator took a project that I had thought might be a big headache right off my table—it was great."

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Scott Paterson

IT Manager
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The Archive Migrator tool maps users to their archives automatically. "That could have easily taken about 2 hours for each of our 200 email users if our IT team did it manually," says Mr. Paterson. "Automatic synchronization and mapping of archives was one of our favorite features."

Trimming thousands of pounds

BEAR Scotland is benefiting several ways by moving email archiving to the cloud. "Using Enterprise Vault.cloud, we will be able to retire email archiving infrastructure and software licenses worth about GB£20,000 (US\$32,700)," Mr. Paterson says. "This is part of our larger move to cloud services. Using them, we can react to changes more quickly, and deploy new IT services faster."

There is also less data to protect on site. "Our Enterprise Vault archive took two days to fully back up, so moving it to the cloud will shorten our backup window," Mr. Paterson notes.

eDiscovery in minutes instead of hours

About 90 Freedom of Information requests that come in each year, and they will be easier to fulfill. "Occasionally, we need to trace an email conversation due to Freedom of Information requests, and Veritas Enterprise Vault™ Discovery cloud, will make recovering the emails much quicker than having to look through individual mailboxes," he notes. "Searches that would have taken hours will take only minutes."

Users should also find the system faster to search and more complete, Mr. Paterson adds, because emails are archived instantly rather than after a period of time.

Adding value rather than overhead

The two-person IT team is grateful to have extra time for other projects, such as developing a Microsoft SharePoint intranet that makes storing records easier. "We have a huge requirement for records, and they are a very important part of our work," Mr. Paterson notes.

He continues: "Veritas cloud solutions enable us to concentrate on bringing benefits to the company rather than administering systems. The simple interfaces allow for a 'configure-and-forget' deployment, and we're safe in the knowledge that Veritas takes care of the administration, resilience, and availability of our systems day-to-day."

BEAR Scotland crews are out on Scotland's roads at all hours, when necessary, and they are better prepared to deal with storm clouds because of the support they get from digital clouds.

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* Reducing time spent managing spam from 5 minutes a day to less than 1 minute saves 4 minutes per day × 250 working days per year = 1000 minutes per year × 200 email users = 200,000 minutes reclaimed per year/60 = about 3,000 hours available for more strategic tasks.