

ABRO

UK Defense Organization Reaps Complete Return on Investment in Two Years from Symantec Enterprise Vault™



In a typical year, ABRO carries out more than 65,000 engineering service, repair, overhaul, and upgrade tasks on over 1,000 product lines of military vehicles and equipment. This makes efficient email management essential for the organization and ABRO recently switched its email archiving solution to Symantec Enterprise Vault software. The difference was palpable. Today, ABRO is effectively storing, managing, and securing hundreds of thousands of emails every week, ensuring the continued operation of military assets worldwide—with the added benefit of a complete return on its Enterprise Vault software investment in only two years.

Worldwide Capability to the UK Armed Forces

ABRO is a defense owned service, repair, overhaul, and upgrade organization offering a worldwide capability to the UK Armed Forces in all circumstances from peacetime through to war. To fulfill this role, ABRO has developed the unique capability to support much of the range of mission critical and general equipment held in inventory by the British Army. At the heart of ABRO is a flexible workforce of approximately 2,100 people. With twelve strategically located workshops throughout the U.K., ABRO provides a comprehensive support network, in-barracks support, on-site servicing and repair, and mobile support.

Delivering capabilities with customers and partners—ranging from total fleet management of large vehicle fleets to the service and repair of assemblies and equipments such as small arms—ABRO are uniquely placed to exceed customers' requirements from a single source. In a typical year, work is carried out on approximately 1,000 product lines of equipment, as well as completing in excess of 65,000 specific on-call repair tasks. Providing integrated engineering support solutions that match the customers complex and critical requirements, ABRO adds value by providing fast track access to best practice, a single source of supply to complex multifaceted support solutions, responsiveness and value for money to the Front Line Commands.

All of this critical armed forces care demands a comprehensive technology infrastructure, both at ABRO's headquarters in Andover in the UK, at sites across the UK, and overseas. Altogether, there are 1,400 PCs, 130 laptops, 120 HP servers, running either Windows 03 or UNIX.

“Enterprise Vault was compatible with our existing architecture, it offered powerful and rich functionality, and its leadership position in the Gartner Magic Quadrant analysis convinced us it was the right decision for the organization.”

Malcolm Smith

Assistant Director of
Business Systems
ABRO

ORGANIZATION PROFILE

ABRO is a defense-owned service, repair, overhaul and upgrade business offering a worldwide capability to the UK Armed Forces in all circumstances from peacetime through to war.

INDUSTRY

Defense

SOLUTION

Discovery & Retention Management, Data Loss Prevention, Messaging Management, Archiving

Symantec Enterprise Vault software improved ABRO's ability to protect defense engineering information while reducing costs.

“We are using a fraction of the storage we used to. Based on this calculation and the hardware maintenance savings, we received a complete return on the Enterprise Vault investment in only two years.”

Ken Day

Technical Operations Manager
ABRO

Service, Repair, and Re-Manufacturing Solutions

The new email archiving solution is now on a par with ABRO's other business systems in terms of its value to the organization. But it hasn't been easy. Until recently, the word 'email' was only talked about in the darkest terms. ABRO's previous email archiving solution required a large amount of management. In addition, the business needed increased scalability and higher performance.

All of this created particular problems when it came to .pst files, according to Ken Day, technical operations manager, ABRO. “The volume of emails is increasing year-on-year and we receive approximately 200,000 inbound emails per month. This is a small proportion of the total email traffic. Our main concern was that there were .pst files almost everywhere, primarily because of the way email boxes were structured. The result was that our Microsoft Exchange servers were quickly filling up, and at one time the only option seemed to be the purchase of more mail servers.”

It was at this point Symantec Corporation entered the frame. Challenged by the need to more effectively store, manage, and retrieve data from the email system, Symantec Enterprise Vault software appeared the ideal solution. “Value for money was one of the most important considerations when it came to choosing the new backup and archiving tool, and Symantec™ proved to be very cost-effective,” says Malcolm Smith, assistant director of business systems, ABRO. “But it didn't only come down to cost. Enterprise Vault was compatible with our existing architecture, it offered powerful and rich functionality, and its leadership position in the Gartner Magic Quadrant analysis convinced us it was the right decision for the organization.”

The service ABRO received from Symantec was almost as impressive as the product itself. As part of the pre-sales negotiations, the Symantec team conducted a thorough and in-depth proof-of-concept free-of-charge to ABRO. “These guys really knew what they were talking about. Their understanding of what we were trying to achieve, their product knowledge and their professionalism really stood out,” says Day.

ABRO deployed Symantec Enterprise Vault software to support more than 900 users, 1,400 active archives, up to 3.1 million items and 230GB of data. The solution provides a significant breadth and depth of functionality. This includes automatic mailbox management to free users from quota frustrations without compromising Exchange performance and reliability, and the centralized management of email content for faster backup and controlled recovery in the event of a disaster. Importantly, Enterprise Vault also eliminates the nagging problems associated with .pst files and perennial problems associated with backup, security, stability, and storage consumption inherent to these files. ABRO is able to migrate all existing .pst file data into the archive repository. Restoring user search and accessibility to this data enables the organization to effectively achieve .pst eradication.

Valuable Enterprise Vault Offline Vault option

The Enterprise Vault Offline Vault option has been particularly valuable. This provides ABRO staff with laptop access to archived email even when they are not connected to the corporate network. Requiring low bandwidth, it can be configured to provide users with a local Vault stored on their laptop hard drive. When a disconnected user tries to access an archived item via a shortcut, this item will be retrieved from the local Vault, ensuring that they have access to important content wherever it is located. At the same time the user's email is still archived to the corporate archive, so it is not vulnerable to loss or damage. “Offline Vault was an important and welcome feature,” says Alistair Dyer, server manager, ABRO. “They can retrieve cached copies of their archive and work remotely. It has a very strong impact on their productivity.”

Centralized management of ABRO's email content is also ensuring faster backup of the Exchange servers. “Backup is very efficient,” says Day. “We can segregate the backup data into logical vault partitions—and then backup to our HP direct attached storage. Overall, this has contributed to getting half of one member of staff's time back to de-deploy to other issues. In the past, we used up to 300 DVDs in a jukebox

to backup the email. There's only one instance of Enterprise Vault and with disk so cost-effective, we are using a fraction of the storage we used to. Based on this calculation and the hardware maintenance savings, we received a complete return on the Enterprise Vault investment in only two years."

ABRO's email archiving strategy, effectively underpinned by Symantec Enterprise Vault software, has significantly improved ABRO's ability to retain and protect Defense engineering information while reducing storage costs and simplifying management. But it goes further than that—impacting on the frontline defense forces deployed worldwide. "Centralized email management and backup facilitates controlled recovery in the event of a disaster—and that's imperative in the Defense industry," says Smith. "Any problem with email may delay a vehicle reaching the frontline forces in the field. If there was a military emergency, it's likely we would be working potentially around-the-clock. In that scenario, you need continual access to email data. With Symantec Enterprise vault, we get that reassurance, plus a responsive and efficient archiving solution."

“Offline Vault was an important and welcome feature. Staff can now retrieve cached copies of their archive and work remotely. It has a very strong impact on their productivity.”

Alistair Dyer

Server Manager

ABRO

Copyright © 2007 Symantec Corporation. All rights reserved. Symantec, the Symantec Logo, and Enterprise Vault are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

SOLUTION AT A GLANCE

Business Drivers

- Ensure uninterrupted availability of archived email for military support
- Enhance employee productivity through more efficient access to email records
- Enable staff to retrieve emails remotely
- Comply with legislative demands, such as data protection and freedom of information

Technology Challenges

- Need for scalability and performance enhancement
- .pst files were all pervasive, primarily because of the way email boxes were structured
- Microsoft Exchange servers were quickly filling up

Solution

Create searchable email archive for compliance and data management

Symantec Products

- Symantec Enterprise Vault™ with:
 - Symantec Enterprise Vault Exchange Journal Archiving Agent
 - Symantec Enterprise Vault Instant Messaging Archiving Agent
 - Symantec Enterprise Vault Sharepoint Portal Server Archiving Agent

Technology Environment

- Servers: 120 HP servers
- PCs: 1,400 PCs, 130 laptops
- Operating systems: Microsoft® Windows® 03 and HP-UX®
- Applications: Includes Microsoft Exchange®, Microsoft Outlook®, Cincom ERP on HP-UX, Tranman (Fleet Management), Metcal (Calibration), AIMS (Asset Management) and Award (Commercial Evaluation)
- Storage: HP direct attached storage

Symantec Services

- Basic Support

BUSINESS VALUE AND TECHNICAL BENEFITS

Cost savings

- Delivered complete return on investment in two years

Efficiency

- Reduced overhead on Microsoft Exchange environment
- Streamlined email management, freeing up the equivalent of 50% of one person's time
- Enabled the company to manage surging demand for email (200,000 in-bound emails per month alone) without any additional resources
- Improved performance of primary applications and the speed with which the company can protect the underlying data

Data Protection

- Provided increased security for data relating to UK defense equipment and engineering
- Provided a centralized, integrated content archiving solution

Customer Satisfaction

- Enhanced staff satisfaction via remote, offline access to emails
- Tackled the burgeoning problem of .pst files by migrating them into a central archiving repository
- Improved data storage, security and retrieval capability