Safmarine steers toward compliance and savings with IBM e-mail archiving solution.

Overview

■ **Challenge**
Streamline e-mail archiving system across 67 locations to boost IT and employee productivity, while protecting e-mail records to meet legal requirements and regulatory compliance

■ **Why IBM?**
Safmarine Computer Services is an IBM Premier Business Partner and Safmarine is a longtime IBM customer

■ **Solution**
Automated e-mail archiving and storage system, scalable and extendible to accommodate growth and serve as the basis for a broader content management system

■ **Key Benefits**
40% increase in employee productivity with easier and user-friendly e-mail archiving solution; 35% savings annually in managed disk space; 30% boost in e-mail system performance; savings in IT administration and maintenance; secure solution meets legal and regulatory requirements

Safmarine's e-mail archiving and storage system, based on IBM DB2 CommonStore for Lotus Domino and IBM Tivoli Storage Manager, provides a flexible, orderly way for the shipping company to maintain complete and accurate records, enhancing business productivity and ensuring compliance.

Recognized as one of the world's leading shipping lines, Safmarine Container Lines (Safmarine) delivers containers of goods such as cocoa, coffee, grain and steel to ports of call all over the globe. The shipping industry moves around large quantities of documents as well as mountains of cargo. Once stored in paper form, documents such as manifests and bills of lading are now transmitted and maintained electronically. But as more transactions are completed online and e-mail repositories swell, the strain on e-mail systems can actually slow business processes. Since legal requirements mandate the retention of

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Not only does IBM DB2 CommonStore help Safmarine save money through efficient e-mail archiving, but it is also providing the first step toward a broader content management solution for the company's data.

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– Marc Van Peel, Account Manager, Safmarine Computer Services

e-mail records for up to 10 years, Safmarine needed an automated archiving solution to better ensure the safekeeping of records while freeing up network bandwidth for all-important online applications.

Gaining control over a tide of e-mail

With six gigabytes (GB) of incoming e-mail messages per day, Safmarine's IBM Lotus® Notes® and IBM Lotus Domino® e-mail and collaboration system had come under increasing pressure. Approximately 2,000 employees use the system in Safmarine's Antwerp, Belgium headquarters, its main branch office in Cape Town, South Africa, and 67 regional and satellite offices worldwide. Safmarine had a variety of e-mail archiving rules in place for its offices that created system inefficiencies and complicated regulatory compliance. In addition, the combination of expensive direct-attached disk storage and tape was not able to keep pace with a 20 percent annual growth in e-mail volume. Explains Marc Van Peel, account manager for Safmarine Computer Services (SCS), Safmarine's IT service group, "E-mail backups were sometimes done incorrectly or not at all, data was being saved on very expensive disks, searching the archives was cumbersome, and restoring requested e-mails that were older than three years from tape back to an e-mail server was labor-intensive for our IT staff."

SCS needed to deploy a centralized, automated e-mail archiving and storage system, in part to simplify its administration of Safmarine's e-mail system. Safmarine also wanted to boost employee productivity by accelerating online searches for archived records, better manage its information lifecycle, satisfy current legal requirements for document retention, prepare for upcoming European Union compliance regulations, and take the first step in moving toward a content management system that includes all data, not simply e-mails.

Maintaining control with minimal hardware investment

SCS looked at competitive offerings but chose an IBM solution because of its previous positive experiences with IBM as an IBM Premier Business Partner and because Safmarine is a longtime IBM customer.

SCS chose to centralize e-mail archiving using IBM DB2® CommonStore for Lotus Domino at two hub locations and to establish e-mail storage using IBM Tivoli® Storage Manager for Mail, which resides in its Antwerp and Cape Town data centers. Two IBM @server® p5 570 systems running IBM AIX® 5L™ operate as archive servers at the two data centers.

DB2 CommonStore enables Safmarine to have a centralized solution for all its locations without burdening its network. "IBM DB2 CommonStore for Lotus Domino is the perfect solution because it gives us control over the e-mail system without requiring an archive server in every location. This would have been a huge hardware investment and costly to maintain across 67 locations," says Maarten Raeymaekers, Lotus Notes administrator, SCS.

Centralized administration, greater flexibility, lower cost

Safmarine now stores newer, more critical e-mails in the production environment for the first year on disk, and for the following three years on online tape. E-mails are then moved offline to less expensive storage for up to six additional years, or more, if Safmarine chooses. Currently, CommonStore automatically archives and ensures secure retrieval of e-mails from Domino servers after 60 days, replacing them with e-mail stubs that allow easy retrieval of messages. After 60 days, CommonStore transfers the e-mails to a disk-based repository linked to Tivoli Storage Manager, where they are archived for one year. Afterwards, the e-mails move to an IBM TotalStorage Tape Library linked to Tivoli Storage Manager. E-mails older than four years are stored offline on inexpensive tapes.

Employees can quickly retrieve old e-mails in their original form with full functionality, such as forwarding or launching attachments. It typically takes no more than three seconds for retrieval from disk and six seconds for online retrieval from tape libraries. Employees can request e-mails older than four years from SCS, which restores e-mails to the Domino server by loading offline tape back into the IBM tape library.

End users also have flexibility to archive e-mails earlier than 60 days or not at all. DB2 CommonStore archives six GB of data nightly, representing approximately 30,000 e-mails, from all its locations. On the back end, Tivoli Storage Manager backs up six terabytes (TB), and has the capacity to scale up to ten TB of data.

IBM provided training to SCS staff to help speed solution deployment. "IBM training provided an enormous benefit in helping us staff up to implement and use our IBM archiving system," says Van Peel. "Today, due to the training, SCS is certified to install DB2 CommonStore."

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Ship-shape solution

Safmarine now has a user-friendly solution that is also easier and more cost-effective for SCS to administer and maintain. Safmarine has realized savings of 35 percent annually by reducing its managed disk space. Regional and satellite offices have seen a 30 percent boost in e-mail system performance thanks to the archiving capabilities of DB2 CommonStore. Additionally, employee productivity with e-mail has increased 40 percent.

Tivoli Storage Manager and IBM tape libraries cost-effectively address Safmarine's needs for information lifecycle management, business continuity, security and data protection. The company has enough disk storage space on the SAN to carry it through 2008, and can easily extend that capacity without making further large-scale hardware investments. Overall, the IBM solution has created a more reliable, scalable and cost-effective strategy for staying on top of legal and regulatory requirements.

Safmarine is becoming an information on demand business — able to lower its costs through an optimized e-mail archiving infrastructure, better manage information complexity and streamline processes to meet compliance.

Charting a course toward complete content management

The e-mail archiving solution is the first leg of Safmarine's voyage toward complete content management. In its South African office, the company is installing IBM DB2 Common Store for SAP, which provides SAP data and document archival capabilities. SCS hopes to do the same at Safmarine headquarters. "Long-term, we want to provide our customers with a robust and powerful tool that will allow them to search the entire data store, both structured and unstructured data, that is available to them," says Raeymaekers. "We expect to see tremendous benefits as we move toward a true archiving and content management system based on IBM products."

For more information

Please contact your IBM sales representative, or IBM Direct at: 1 800 IBM-CALL.

Visit our Web site at:
ibm.com/db2
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