

CODA converts unstructured data into exploitable information with HP IAP



“HP Integrated Archive Platform has cut our email administration costs by 50 per cent and reduced email search times by 75 per cent. It is also the only solution that adequately supports our corporate governance strategy.”
Richard Hall, group IT manager, CODA.

Objective:

Finance management software specialist, CODA, wanted to improve its corporate governance with a more structured way to store and retrieve its emails.

Approach:

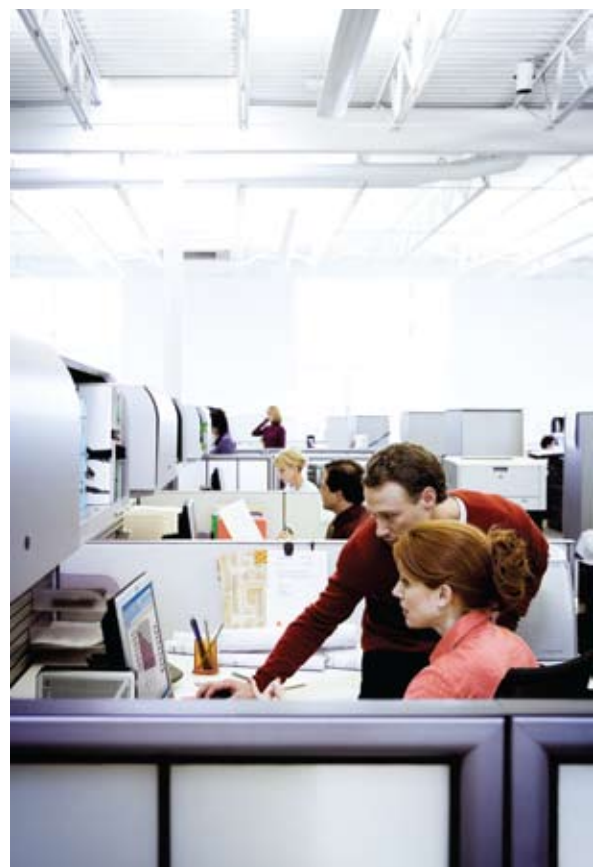
- Originally CODA searched for a simple email archiving solution but upon investigation, discovered that a solution covering email storage, retrieval and support was necessary.
- It wanted a complete solution with the whole infrastructure provided by one vendor.
- CODA implemented the HP Integrated Archive Platform (IAP).

IT improvements:

- Email administration times have been cut by 50 per cent, giving easier and faster access to the corporate knowledge within the company.
- Nightly archiving means that the live active system is smaller, making administration, maintenance and backup easier.
- Archiving tasks that previously took four hours now take just one hour, leading to a 50 per cent reduction in administration costs.

Business benefits:

- With average searches down to just seconds, time wasted on searching for stored emails has been reduced by 75 per cent and the search success rate is virtually 100 per cent, providing customers with faster responses and better customer service.
- IAP has paid for itself many times over since implementation and previously unstructured data has been transformed into an exploitable business asset.
- CODA can meet data compliance requirements and provide a quick-response service.



Based in Harrogate, UK, CODA provides award-winning financial management software designed to help organisations streamline and automate their finance processes from accounting and procurement to reporting and analysis.

Founded in 1979, the CODA Group now employs more than 600 people and has offices around the world. Some 2,600 medium and large organisations use its solutions to control costs, drive performance and ensure compliance.

“We understand the increasing regulatory and legislative pressures that are placed on businesses today and since we sell products that address compliance issues surrounding data management, we felt it was important to practice what we

“The HP IAP brings a number of business benefits,” says Hall. “Firstly, it’s about the speed with which we can access the corporate knowledge that exists in our company. This gives us a business advantage because we no longer have to spend a long time searching for specific messages. We can respond to people quickly and time is money. ”

Richard Hall, group IT manager, CODA



preach,” says Richard Hall, group IT manager at CODA. “We were also aware that without the systems and processes in place to manage business information properly, we would struggle to meet the high standards that stakeholders expect.”

Drowning in email

Much of the information CODA needs to manage is in email communications which can contain sensitive information relating to customer contracts and software licensing. These were often stored in distributed, insecure personal folders which did not meet CODA’s high standards of governance.

“Growing volumes of email were stretching our computer systems to the limit and it was becoming increasingly costly to manage storage, backup and disaster recovery,” adds Hall. “Information retrieval was also a problem because it was taking more and more time to search through the volume of past emails for specific messages.

“We were originally looking for a simple email archiving solution to control space but when we

started to understand our needs better, we could see an opportunity to encompass other parts of risk within our business, to create a defined policy surrounding storage of mail, to improve the retrieval of that information and to support compliance. The requirement, which started as an IT-based decision, soon became a board level, business changing project.

“A lot of products we looked at were point solutions with software from one vendor, security from another and storage from another. We wanted a complete solution from a single vendor.”

Scalable content archiving

CODA chose the HP Integrated Archive Platform (IAP), formerly HP StorageWorks Reference Information Storage System (RISS). IAP is a compliance archiving solution that enables consolidation and centralisation of emails and other documents into a single system for scalable content archiving. Information can be classified, preserved, analysed and retrieved faster thanks to features that include Write Once, Read Many storage (WORM) and electronic fingerprinting. In this way,



unstructured data is transformed into accessible, exploitable information.

“We saw distinct advantages in the fact that HP owned the whole package,” adds Hall. “HP has a great understanding of the IAP’s performance and scalability which gave us confidence that when you scale IAP, the performance will continue to be as good. This is not only down to the grid architecture they use, which means that as you add storage, you automatically add the ability to search that storage but because they also have complete visibility of the whole system from front screen through to disk.”

To plan how to best make use of IAP, CODA enlisted the help of HP Partner, Panacea Services, a specialist in policy-making archiving and storage solutions which is now part of the Kelway Group. Emails were initially migrated to the new system over a three month period and since that initial implementation, CODA has upgraded to the latest version of IAP. Improvements include even quicker search times, stronger integration with Microsoft Outlook, a

more easily managed administration interface and reduced time for setting up new users.

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Seconds to search

“Even though we now have millions of sent and received emails in the archive, it still only takes three or four seconds to search. We estimate that the amount of time people used to spend searching for archived emails has been reduced by 75 per cent since we implemented IAP.

“Also, we no longer find ourselves spending a lot of time searching for something with no result. Every email search that we make not only takes less time but we always find what we are looking for.”

Customer solution at a glance

Primary software

- HP Integrated Archive Platform (IAP)

HP Services

- Implementation services
- Customer support

By implementing IAP, CODA has reduced expenditure through the ability to prolong the use of its storage assets. Administration, maintenance and backup are easier because nightly archiving means that the live active system is a lot smaller.

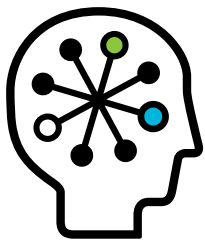
“This means that we do not need to deal with all the administrative overhead of managing the email because the archive has taken control of that. It has freed up administration time which we have estimated amounts to a 50 per cent reduction in administration costs for Microsoft Exchange,” says Hall.

Using IAP has also brought longer term benefits for CODA, particularly surrounding storage. Since it has been using IAP, three years of emails have been sent and received but because IAP has been specified to

deal with archiving, the on-line storage requirements for Exchange have only increased between ten and 15 per cent over that period.

“We are very happy with the way the IAP has consistently performed and in particular how it has effortlessly managed email. The IAP has become a corporate asset in itself, so much so, that it is now regarded as a key component of the company’s information governance strategy.

“Archiving tasks that used to take four hours are now taking just one hour. At the time that we implemented IAP, we predicted that we would recover our investment in two years. That turned out to be accurate and the system has paid for itself many times over,” concludes Hall.



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