VERITAS

LIXIL Corporation

LIXIL Supports Fast Global Growth by Deploying 50,000 Seats of Veritas Enterprise Vault.cloud™

LIXIL Corporation, a worldwide leader in housing and building products and services, needed to support rapid growth with a single standard for global email and archiving. It turned to Office 365 for email and Veritas Enterprise Vault. cloud for archiving. Results include enhanced ability to search email quickly and meet eDiscovery requirements, as well as the ability to scale faster to support global growth.

From left to right: **Hiroyuki Kowase**, Senior Corporate Executive, CIO, and Managing Director, Information Systems, LIXIL Corporation; **Masaki Shobu**, Information Systems, Information Excellence DEPT, Senior Manager, LIXIL Corporation.

Enhancing governance and compliance

LIXIL Group, led by LIXIL Corporation, provides building materials and housing equipment in about 150 countries and regions around the world. LIXIL Group was formed in 2011 in a merger of five companies: Tostem KK, INAX KK, Shin Nikkei Company, Ltd., Sunwave Corporation, and Toyo Exterior KK.

Two years later in 2013, LIXIL added American Standard Brands in North America and Star Alubuild of India as subsidiaries. In 2015, LIXIL added Grohe Group in Germany. These acquisitions helped the company increase its global leadership in the construction and home improvement industries.

To support growth, LIXIL adopted Office 365 cloud email in 2015 for 50,000 users, and it added Veritas Enterprise Vault.cloud as a cloud-based email archive service. Enterprise Vault.cloud helps the company store, manage, and disclose important information that may affect the public's trust.

LIXIL

Link to Good Living

ORGANIZATION PROFILE

Site: global.lixil.co.jp

Industry: Construction and civil engineering

Employees: More than 52,000

KEY CHALLENGES

LIXIL wanted a global IT infrastructure standard that would support global business management. It also wanted to utilize global-scale email archiving to help achieve compliance.

SOLUTION

The IT team deployed adopted Office 365 with 50,000 licenses, and deployed Veritas Enterprise Vault.cloud for archiving.

BENEFITS

- Enhanced ability to search email quickly and meet eDiscovery requirements
- Fast scalability to support global growth

> **"The recent adoption of Enterprise Vault.cloud is resulting in enhanced compliance, including eDiscovery, because we now have a global standard for email archiving."**

Hiroyuki Kowase
Senior Corporate Executive and CIO and
Managing Director of Information Systems
LIXIL Corporation

Enhancing service through technology

LIXIL Group aims to be a true global leader contributing to the lives of people worldwide through innovative products and services. For the first two years after the company was formed from a merger of five companies, it focused on building a foundation for business. Then, in 2013, LIXIL used its increased capabilities from the merger to prepare a framework for growth.

In the next phase of the business plan, LIXIL employees are taking pride in extending the company's leadership to about 150 countries and growing the company to as many as 80,000 employees around the globe. Technology services for all LIXIL companies are provided by the LIXIL Information System Division.

Success depends on information, says Hiroyuki Kowase, Senior Corporate Executive of LIXIL Corporation and CIO and Managing Director of Information Systems. "I believe that to manage a global company, it's crucial to have a business strategy that focuses on data analysis," he explains. "In other words, global business management equals data business management."

"To that end," Mr. Kowase continues, "there are a number of things that the IT division can do, and must do. For example, a global company must now have standards enabling a single view of overseas sales and inventory data. In Japan, however, I understand that less than 15 percent of companies have actually built an IT infrastructure with a solid global standard. I believe that the difference in IT infrastructures between Japan and the rest of the world comes from the difference in the IT team's awareness."

A new perspective on IT is needed, Mr. Kowase explains: "People tended to think of IT divisions as a gathering of experts who build and operate IT infrastructures. But now, in addition to such skills, the IT team needs to have expertise to develop precise solutions that solve business management or operational challenges. For that reason, one should be aware of a company's global standard and actively use cloud services that add more value."

Adopting Office 365 as a global standard

LIXIL's Information System Division focuses on actively incorporating global standards, and therefore it has deployed numerous cloud services in the past few years. In 2015, one of these was cloud-based email.

What made cloud-based email the right choice for LIXIL? Masaki Shobu, Information Systems and Senior Manager of Information Excellence DEPT, explains: "To be number one globally, we wanted to identify a single global standard for our email foundation," he says. "Initially, we looked into several email systems, but in the end, we narrowed the list down to two: Microsoft Office 365 and a service by another company. Eventually, we decided to sign with Office 365 Enterprise for 50,000 users. We had to take into account the fact that we use Microsoft Exchange Server in Japan, and also that we wanted to scale email services easily as we grow."

Office 365 Enterprise is a cloud service offering email, calendar, online meeting, and instant-messaging capabilities, all designed to be used globally.

Mr. Shobu continues: "When we decided to adopt Office 365 Enterprise, we had to think about what to do with our on-premises Exchange Server email archive. Because the email storage volume per user was going to be big in Office 365 Enterprise, we felt that an on-premises system would not be able to handle it."

The new email platform also needed to solve business management challenges, explains Mr. Kowase. "With the business rapidly turning global through mergers and acquisitions, it became urgent that we get email archiving squared away from the perspective of corporate governance, compliance and even dealing with lawsuits," he says.
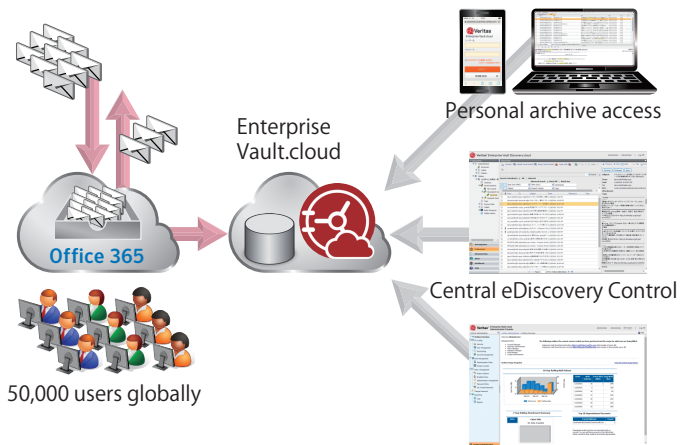
Meeting eDiscovery demands

To archive messages in Office 365 Enterprise globally, the Information System Division evaluated archiving solutions from three companies, including Enterprise Vault.cloud from Veritas.

SOLUTIONS

• Veritas Enterprise Vault.cloud

VERITAS™

Enterprise Vault.cloud at LIXIL Corporation

Enterprise Vault.cloud

Office 365

Personal archive access

Central eDiscovery Control

50,000 users globally

> ❝We compared Enterprise Vault.cloud with the archiving function offered by Office 365. The deciding factor was that Enterprise Vault.cloud was able to search data faster.❞

Masaki Shobu
Information Systems and Senior Manager of Information Excellence DEPT
LIXIL Corporation

"In the end, we compared Enterprise Vault.cloud with the archiving function offered by Office 365," Mr. Shobu says. "We focused on cost performance, global compatibility, and search performance that could comply with legal requirements for eDiscovery."

Search speed is critical, Mr. Shobu adds. "When you look further into what constitutes a global standard, a key point is whether or not a solution is capable of searching emails within the time allotted by a court order to produce evidence."

The legal standards that LIXIL has focused on are electronic data discovery procedures for civil law suits in the United States. In many cases, deadlines are short for reporting on retention obligations and producing requested data. The ability to search data quickly is essential.

Says Mr. Shobu: "To verify performance, we created a massive amount of dummy email data and actually measured the time it took to search them. The deciding factor was that Enterprise Vault. cloud was able to search data faster. We also appreciated the fact that the solution even archives messages that have been sent as blind carbon copies (BCCs)."

Mr. Shobu describes the process at LIXIL for using Enterprise Vault.cloud: "Only auditors and staff from our human resources division are authorized to request email searches using Enterprise Vault.cloud," he says. "When a request is made, an engineer authorized by the Information System Division searches the archives in the presence of the requestor. By separating the requestor and the operator, we meet a compliance requirement."

Future plans for Enterprise Vault.cloud

LIXIL has already conducted several successful searches with Enterprise Vault.cloud since deploying it, says Mr. Kowase. "It is LIXIL Group's goal to increase consolidated revenue to 2 trillion yen by the fiscal year ending March 2018, and also to increase overseas sales from 24 percent to 38 percent of all revenues," he says.

The IT Division needs to continue to propose solutions that help improve operations and support these goals, Mr. Kowase adds. "The recent adoption of Enterprise Vault.cloud is resulting in enhanced compliance, including eDiscovery, because we now have a global standard for email archiving."

Good information governance is critical to the ability to make more informed decisions, Mr. Kowase points out. "We will continue to promote technology that helps drive better business outcomes," he says. "We are evaluating other areas in which we can utilize Enterprise Vault.cloud."

For more information

Please contact your local Veritas Sales Representative or Business Partner, or visit:
Veritas Enterprise Vault.cloud

Veritas Technologies LLC

500 East Middlefield Road
Mountain View, CA 94043
www.veritas.com

VERITAS™