

CUSTOMER SUCCESS

Windsor Foods

Finding Multiple Benefits in the Cloud with Veritas Solutions

Founded in 1996, Windsor Foods is a leading manufacturer and marketer of frozen ethnic foods and appetizers. The company provides frozen food products to foodservice, warehouse-club, chain-restaurant, industrial, and retail customers throughout the United States, delivering such popular brands as José Olé®, Golden Tiger®, Bernardi® and The Original Chili Bowl®. It also offers custom manufacturing, with an industry-leading product development team of innovative chefs and food technologists, who create proprietary, custom products for large-volume operations.

With 11 facilities distributed across the country, it is imperative to have a reliable email system to keep operations running smoothly and ensure every part of the business stays connected. Initially, on-premise Microsoft® Exchange Server and local storage sufficed, but the company's IT staff knew it was only a short-term solution. As they began approaching storage limits and experiencing Exchange performance issues internally, they knew it was time to explore alternatives, including software-as-a-service (SaaS) email archiving solutions.

Email archiving solves compounding issues

Before implementing Veritas™ Discovery Archive and Veritas™ Personal Archive, Windsor Foods did not have mailbox quotas in place and began experiencing performance issues with Exchange. "At first, we couldn't afford archiving. We had plenty of storage on premise, so we allowed data to accumulate," says Stephan Henze, Vice President of Information Technology. "But fear set in once we started getting close to capacity, and we knew it was time to revisit archiving solutions."

Henze understands the value of email. "It is the de facto form of communication," he says. "People rely on it as individuals, and it's important for companies to treat it as a business record." Windsor Foods understands how the courts view email communications and needed to find a way to comply with basic requirements. "A SaaS email archiving solution is reasonable and makes sense for our operating environment. As with anything, there is some upfront investment involved, but it's much better for our organization in the long run," he says.

Organization profile

Website: www.windsorfoods.com

Industry: Manufacturing (Food)

Founded: 2001

Headquarters: Houston, Texas

Veritas solution

Archiving and eDiscovery

Why Veritas?

- Ease of deployment
- No need for new hardware or maintenance
- Precise search for archived messages

The need for eDiscovery

Although Windsor Foods doesn't have strict compliance requirements as you see in the financial services and healthcare industries, general eDiscovery concerns were definitely a consideration and a key factor in justifying an email archiving purchase. "I felt it was important to implement email archiving as a best practice," says Henze.

At times the company receives eDiscovery requests or similar inquiries, which may involve employee, customer, or vendor issues. "It's quite a bit of work to retrieve data," noted Henze. "We may or may not have it as backups are snapshots at a point in time and get recycled based on best practices. An email archiving solution is more accurate and makes responding to these types of requests much easier—and faster."

The ability to conduct Boolean searches, perform PST exports and institute legal holds were key requirements for Henze. Although he briefly considered other providers, he was concerned with the complexity of those systems and the fact that the company's data would be stored in a proprietary format, which could lock them into that choice indefinitely. Veritas, on the other hand, meets all of his requirements—and he can complete those tasks with only a few simple steps. And if there's ever a need to move his data, it's no problem. Veritas allows him to download it or request it on DVD anytime, free of charge.

Productivity and system performance

System performance was a key driver for Henze as well. "When we made the choice to store our data internally, we forecasted our growth patterns and knew we had about three years before we were out of space," he says. When performance began to wane, they had to make a choice: "start deleting, buy more storage or start archiving."

Solutions at a glance

Key challenges

- Address lack of eDiscovery preparedness
- Avoid purchase of additional storage for email
- Minimize on-premise server performance issues

Veritas products

- Veritas™ Discovery Archive
- Veritas™ Personal Archive

Business results and technical benefits

- Unlimited storage capacity
- Significantly improved Exchange performance
- Much quicker search capabilities for eDiscovery purposes and other needs

Former Solution

- None (Microsoft Exchange Server)

An unfortunate effect of poor system performance is lower productivity. If employees have trouble using their prime mode of communication—email—and accessing documents and other information required to do their jobs, what was once a non-issue can quickly become a pressing issue as overall business operations are adversely affected. Providing end users with Personal Archive will have a long-term positive impact, since they now have the power to retrieve lost or deleted data from their own archives without involving IT or help desk staff.

Storage management

With more than 600 mailboxes—many of which had more than 10 GB of data each—adequate storage was a big consideration. "Email archiving would be much more labor intensive without our Veritas archiving solutions," says Henze. "Now, I can gradually begin implementing mailbox quotas. Since end users have unlimited mailboxes with Veritas Personal Archive, it's a great way to ease them into limits we never had before." Henze also discovered that email archiving will help him save money over time, since imposing mailbox quotas reduces the need for more email servers internally. Once he made the switch to hosted email archiving, the storage burden shifted to Veritas.

"SaaS is definitely the way to go for email archiving."

Stephen Henze

Vice President of Information Technology
Windsor Foods

Henze conducted extensive research on both on-premise email archiving solutions and hosted alternatives, putting potential vendors through the paces. He initially focused on on-premise vendors, but after seeing demos and hearing sales pitches, he determined that he didn't want or need a "big cannon" solution. "It wouldn't be worth it. On-premise solutions still involve a lot of data, daily backups, a disaster recovery plan for the archiving server and a footprint on internal systems. They are complex and demand a lot of work."

But Henze admits he was not a believer in SaaS or cloud-based options when he began researching email archiving solutions. "I was skeptical about the delivery model and felt I could do a better job myself," he says. "I needed to see the value—and have a vendor prove it." He then began looking at a number of SaaS email archiving providers. Veritas didn't come into the mix until late in the process, after Henze looked to leading industry analyst firm Gartner to ensure he was reviewing a comprehensive selection of potential vendors—and that they were legitimate players in the email archiving space.

Choosing SaaS and Veritas

Ultimately, Henze settled on the Veritas SaaS email archiving solution for a few reasons. The cost was very competitive, it was easy to deploy without interrupting normal business operations and the learning curve was short. Microsoft Active Directory® integration, passwords and disaster recovery (redundancy with multiple access points) features were important deciding factors as well. He also felt the Veritas service offered a "more elegant approach," with a simple pricing structure, a simple user interface and a simple legacy data migration process.

"SaaS is definitely the way to go for email archiving because of the amount of data involved, especially when you consider the total cost of ownership of an on-premise solution, which includes added costs for backups, storage and disaster recovery," Henze concludes. "Discovery Archive's interface is very clean and easy to navigate. There's not a need for a lot of training. After only 15 minutes, I could easily operate the system."

Once deployed, the company realized a number of immediate benefits. Overall performance improved significantly, backups became much easier to complete with a lot less data to manage in house and finding old messages took a fraction of the time. "It's much easier to locate information, using Veritas Personal Archive instead of Outlook search," says Henze. "I needed to find a PDF file in an email that was two-and-a-half years old. I conducted a search with only a couple parameters and quickly found it with the search filters." Plus, if 600+ end users had to call the IT department or help desk every time they needed to find an email, it would really tax those resources and affect the company's bottom line. Giving users this power not only boosts productivity, it also maximizes resources and saves money over time.

When asked if he'd recommend Veritas email archiving, Henze says, "Absolutely, most definitely! The implementation process went really well overall and the technical support was good."

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