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A NATIONAL BANK  
CASE STUDY



## NATIONAL BANK SELECTS NETGOVERN TO OPTIMIZE ITS EXCHANGE COLLABORATION ENVIRONMENT

“ Since implementing NetGovern, every time we have been subpoenaed, whether in the case of litigation, internal investigations, subpoenas, or court cases, we have always been able to provide exactly what we were asked for. We have never told an attorney we couldn't provide the information they were looking for. ”

Raymond R.  
IT Manager  
National Bank

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## CLIENT OVERVIEW

This National Bank, located in the South of the United-States, was founded in the 1940s by a visionary who challenged himself to establish a full-service bank able to meet the special banking needs of military personnel. Since then, this National Bank has had a 60-year tradition of distinguished banking services to both the military and civilian communities. Over a thousand employees in 62 branches are dedicated to ensuring every customer receives immediate and outstanding service, thus continuing the Bank's legacy as a leader in military banking and customer service.

### VITAL STATS

- Over a 1000 users
- New Exchange environment
- SEC and FINRA requirements

## BUSINESS CHALLENGE

In early 2009, a decision was made to standardize on Microsoft Windows as the operating systems across the enterprise. As part of the mandate, the Bank migrated from Novell GroupWise to Microsoft Exchange. The bank seized this opportunity to also optimize the performance of its new Exchange email system by implementing a platform to address email retention, internal auditing, content filtering, and data leak prevention.

“It was also important for us to find a total solution that would address email content filtering, retention, and storage of internal and external data in an automated way,” explains Raymond R.

## CRITICAL REQUIREMENTS

1. Deliver cost-effective email management of the entire Exchange infrastructure with minimal IT overhead
2. Respond to eDiscovery requests quickly and efficiently
3. Streamline IT operations without compromising email security, compliance, and end-user flexibility

## DECISION PROCESS

The decision to go was calculated and deliberate. The National Bank selected NetGovern because it offers an integrated platform for archiving, real-time auditing, eDiscovery, and email security. In addition, because the platform works seamlessly with Microsoft Exchange, bank employees still had the ability to easily access email records through the familiar Outlook interface without further training or any help desk intervention.

“During the selection process, we evaluated several vendors,” continues Raymond R. “We looked at the cost, the technology, and what technical support could do for us. What impressed us was how the NetGovern team interfaced with us and the recommendations they made based on a deep understanding of our specific needs.”

## PRODUCT PERFORMANCE

As a financial institution, the Bank belongs to a highly regulated industry and this fact is reflected in the organization's attention to email retention. Following the guidelines from regulators, the Bank has adopted a three-year 100% retention policy implemented through the tight integration between NetGovern Archive and Exchange. All archived email is indexed and stored on the banks' centralized archive repository.

“Every internal and external incoming or outbound email is captured by NetGovern Archive,” confirms Raymond. “Up until a few weeks ago, there were still a number of department heads archiving to PST format, but they no longer do that. They have implicit trust in the Platform and don't see a need to archive their own email anymore.”

In addition to solving the email retention requirements for the bank, NetGovern Archive also enables the Bank's supervisors to perform real-time auditing without having to resort to bank's help desk. According to Reynolds, “NetGovern's auditing capabilities has been a real life-saver for us. Regular auditing of the appropriate use of corporate email system is part of the routine internal auditing processes.”

Prior to NetGovern, this was a cumbersome process that required supervisors to request email exchanges between employees from the helpdesk staff. The deployment of NetGovern Archive solved this problem and allowed supervisors greater auditing flexibility

without the need for intervention from the IT helpdesk.

Having a solid email gateway to prevent unwanted and potentially harmful messages from reaching the bank employees is crucial for the Bank. So is the ability to prevent sensitive or private information from leaving the organization through the email system. With NetGovern Secure, the bank addresses both of these concerns. “We are extremely happy with the Platform,” says Raymond. “NetGovern Secure has always been a solid performer for us. We rely on it as our first line of defense. It's just there and always works. You don't have to touch it.”

End users are extremely satisfied with the flexibility they have to manipulate their spam quarantine settings. The daily quarantine report has improved productivity significantly. “We have the report going out late in the afternoon, at a time that is minimally intrusive. Each end user can then review it and take actions if needed, but a lot of our end users don't even wait for the daily quarantine report anymore. They are very pro-active in managing their own quarantines,” confides Raymond.

## eDISCOVERY

Another driver behind the Bank's decision to implement NetGovern is the need to provide records for eDiscovery, whether in case of litigation, internal investigations, subpoenas, or court cases. “Every time we have been subpoenaed, we have always been able to provide exactly what we were asked for. We

have never told an attorney we couldn't provide the information they were looking for," confirms Raymond. This sentiment is echoed by the Network Administrator who manages the day-to-day operations of the Platform, "Since implementing NetGovern, the ability to search through the archives and find what you're looking for using NetGovern eDiscovery is extremely fast. It just works well. Period."

## **THE BOTTOM LINE**

By deploying NetGovern, the Bank is able to deliver cost-effective end-to-end email lifecycle management of their entire Exchange infrastructure with minimal IT overhead. The end result is the Bank has succeeded in providing a high-performing collaborative environment and streamlining IT operations without compromising compliance end-user flexibility, and email security.