



SEGALL BRYANT & HAMILL
INVESTMENT COUNSEL

**"Due to time constraints within the IT department, we wanted to outsource the whole email archiving and storage solution to a supplier who could guarantee storage integrity, while taking on all of the housekeeping and maintenance tasks that archiving entails."
– Greg Mehr**

Segall Bryant & Hamill

Leading investment management firm resumes concentrating on core competencies after signing up to MessageLabs Archiving Service

Segall Bryant & Hamill (SB&H) is an investment management company located in Chicago, Illinois. The firm was established in 1994 and is one of the fastest growing investment firms in the Midwest.

THE SITUATION

Like other investment firms, Segall Bryant & Hamill is governed by the Securities and Exchange Commission and the National Association of Securities Dealers, government bodies whose role is to protect investors, maintain fair, orderly, and efficient markets, and facilitate capital formation. Naturally, this involves a comprehensive set of regulations and tests which investment companies have to meet in order to continue to do business. Within the regulations is the requirement that all communications, which includes e-mail, are to be stored in a retrievable format.

Although compliance was one driver for change, other business strategies also played a part. Given the increasing prevalence of email in daily business, ensuring that email is archived and can be reproduced on demand is critical for the transparency and visibility of transactions.

Gregg Mehr, Management Information Services Director, had business and departmental goals for the new archiving system. "Compliance was absolutely top of the list. We wanted a system that would be reliable and at the same time reduce the workload of the MIS department, whose time was being drained chasing mislaid emails."

"We needed a service that would automatically and reliably archive and retrieve email. Due to time constraints within the IT department, we wanted to outsource the whole email archiving and storage solution to a supplier who could guarantee storage integrity, while taking on all of the housekeeping and maintenance tasks that archiving entails. We also wanted our outsourcing service provider to deliver the same service levels as having it in house, but without the headaches."

Existing systems – tape back ups – were coming to the end of their useful life. The volume of email was increasing exponentially which was making replacement of these systems a critical issue.

Backing up and restoring email was difficult and complex, and necessitated re-creation of user mailboxes and mail groups which would often introduce data overlaps. Users would find this to be a frustrating problem to sort out. Users also wanted more autonomy in running their email systems and an end to the shortcomings of their solution.

THE SOLUTION

SB&H chose the MessageLabs Archiving Service, even though various alternatives were evaluated. The company had been using MessageLabs Email Security Services for 3 years for email scanning, so the two companies already had an excellent relationship.

With the alternatives, either local hardware and maintenance costs were too high, or the maintenance burden would fall on the already stretched in-house team. Even old technologies, such as tape backups, were evaluated, but the rate at which the email volume was growing would soon make these solutions more of a problem.

The MessageLabs Archiving Service meant storing email off-site and by implication, beyond the control of SB&H. Concerns of security and reliability had already been put to rest with the MessageLabs Email Security Services, so for SB&H it was a natural extension of their outsourcing policy to include archiving.

**"Right now, I couldn't be happier with the product, we're always looking to streamline processes and increase output, and our archiving system is one of the services that has helped us do that."
– Greg Mehr**

In deciding which solution to use, the existing relationship and the high quality of service that MessageLabs had provided to SB&H in the past, proved the decisive factor for adoption of the MessageLabs Archiving Service. "Once an agreement was reached to use the MessageLabs Archiving Service, the process ran smoothly with the initial installation completed in less than a day. This speed of deployment was impressive as an in-house solution would have entailed a much longer lead time for testing, validating, training, and overall deployment." said Gregg Mehr.

THE BENEFITS

Compliance – Responding to the email requirements of an SEC audit can be handled quickly and accurately. The service's ability to perform online searches and export data into the various formats required means that the SEC file can be prepared with an absolute minimum of effort.

Backup and restore – Backup and restore tasks are completely taken on by MessageLabs, resulting in a reduction of overhead and maintenance of data storage facilities from the MIS department.

Transparency – Comprehensive access by users and MIS to emails stored in the archive enables simple and rapid access to conversation threads relating to specific transactions.

Reporting – The quality and depth of the reporting capabilities of the service provides SB&H with as much, or as little, detail required to ensure they get maximum benefit from the service.

"Even though we hardly ever need the full detail, it's good to know that we could provide it easily if circumstances required it," stated Gregg Mehr.

Overall, the archiving service has made email management much more manageable for everyone at SB&H. It has helped the entire company function at a higher level of efficiency, minimize distractions and concentrate on producing returns for its investors.

"Right now, I couldn't be happier with the product," says Greg Mehr. "We're always looking to streamline processes and increase output, and our archiving system is one of the services that has helped us do that."

Solution at a Glance

Business Drivers

- Meeting compliance regulations and tests
- Transparency of communications for everyone who is party to a transaction
- Productivity of MIS staff for backup and restore processes of email

Technology Challenges

- Inability to easily and rapidly find specific archived emails
- Limited time and resources to dedicate to growing email backup process
- Secure and reliable storage of email archives

Solution

- MessageLabs Archiving Service

Size of Organization

- Number of employees 50

Business Value and Technical Benefits

- Rapid and simple retrieval of email communication to meet compliance regulations
- Ability to easily discover and follow email communication threads for all transactions
- Increased productivity of MIS staff through significantly reduced backup and restore duties
- Secure and reliable email archives
- Quick and easy deployment as a managed service
- Predictable cost structure
- No hardware or software, compliments existing infrastructure

www.messagelabs.com
info@messagelabs.com