



Integro

Integro Email Manager

Partner Solution

■ **Target Industry**

*Compliance
Cross Industry*

■ **Business Applications**

*Email Records Capture,
Organization, Retention
and Retrieval*

■ **Products**

*IBM Content Manager
IBM FileNet Content Manager
IBM Content Collector
IBM Enterprise Records
IBM Records Manager*

Business Challenge

The pervasive use of email as a means of conducting business combined with increasing regulatory compliance directives and records retention policies is forcing organizations to take a more proactive, comprehensive approach to how email records are managed.

Confidential information, business contracts and other valuable company information contained in millions of email messages represents tremendous business and legal risk. Lost, misplaced or accidentally deleted emails can hinder business continuity, and can result in the loss of millions if an organization is unable to rapidly and cost effectively retrieve subpoenaed email records.

With no established criteria for classifying their relevance or the length of time they should be archived, most organizations are faced with little choice but to archive every email record, resulting in exorbitant search, and IT storage and management costs. These issues are driving the need for organizations to implement solutions that provide automated capabilities to better support ease of search and retrieval, business collaboration, legal discovery processes and compliance.

Solution

Integro Email Manager (IEM) is a comprehensive email management solution that leverages the IBM Enterprise Content Management (ECM) suite of products to capture, store, and manage the lifecycle of email records. IEM focuses on the business value of each email rather than on aggregate IT mailbox size or time policies alone. Operating in the existing email system at the mailbox level, IEM coordinates the activities of the IBM Content Manager and IBM Records Manager.

Using a process called Zone Management, IEM distinguishes official email records from less essential emails, eliminating the need to retain and store every email.

IEM alleviates the burden placed on systems administrators by invisibly enforcing consistent compliance, email and other records retention policies, and automating the entire email lifecycle, resulting in higher employee productivity, fewer errors and less financial loss.

IEM manages both official records (subject to laws and regulations) and convenience records (everything



else). All components of an email file, including email messages, calendar entries, and tasks, can be managed. IEM carefully coordinates the archival process, leaving convenience copies behind in users' mailboxes, eliminating duplicate memo copies, and linking everything together for eventual disposal.



Centralized end-user management enables IT, administrators, or records coordinators to easily manage space and time controls, rules, exceptions, overrides, and reporting. A dashboard gives users tools to track email zone status, control email designation, and manage disposal of convenience records. Users can also identify triggers for future events or request reclassification.

IEM works inside of Lotus Notes or Microsoft Exchange, eliminating the need to load software on each workstation and making it easy for IT staff to install, configure, and manage.

Value Proposition

With IEM, Integro is helping organizations manage the complexity and volume of email records to attain both operational and business continuity benefits, as well as provide a foundation for effective litigation defense and legal discovery. Organizations that have implemented IEM can achieve the following benefits and return-on-investment:

- Reduces eDiscovery costs and cycle times, in some cases by up to 500 percent or more, by enabling more rapid records search and retrieval capabilities and litigation defense;
- Reduces manual or archival storage costs, in some cases by up to 42 percent;
- Effective mailbox management minimizes operating costs of messaging systems;
- Improves employee productivity through the reduction of end-user requirements to meet compliance and records retentions policies, and time consumption in search efforts;
- Reduces nightly backup windows for messaging system;
- Manage corporate records according to government and industry regulations, significantly reducing potential risk of fines and unwanted negative publicity; and,
- Enables compliance with industry regulations such as Sarbanes-Oxley (SOX) and regulatory requirements from the Security Exchange Commission (SEC).

Company Description

An IBM Software ValueNet Business Partner, Integro helps companies design and deploy Enterprise Content Management solutions for email, records, and document management, as well as enterprise search. Integro's "policy to technology" services include business consulting, systems integration, and training. Integro's clients are mid-sized to Fortune 500 firms across the U.S. and Canada, and span a range of industries.

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