



CUSTOMER SUCCESS

SIRVA, Inc.

Reclaiming Productivity with Cloud Solutions from Symantec

SIRVA, Inc., a global mobility services provider, needed a more cost-effective solution for messaging security, encryption, archiving, and continuity. By adopting Symantec.cloud solutions, the company is able to decrease spending, while reclaiming at least an hour per day, per employee. Email uptime is nearly 100 percent, improved from 99.8 percent, and no data breaches or damage from email-borne malware have occurred since using Symantec.cloud solutions.

Keeping people and businesses in motion

Although advancements in communications and technology make the world seem smaller all the time, it's still a pretty big place. Every day, thousands of people and businesses relocate to follow their dreams or take advantage of new opportunities, often traveling considerable distances and creating complex logistics challenges.

SIRVA, Inc., a leader in global relocation and moving services, is dedicated to delivering the best mobility experience at the lowest total cost for each customer. From global assignment management to moving household goods, providing mortgage services, corporate housing, and more, SIRVA directly delivers the mobility services that have the greatest impact on a company's bottom line. As a result, SIRVA is able to maintain an unparalleled level of quality and cost containment throughout the mobility process—and help ensure each move is a smooth one.

Moving into the cloud

Email is an important tool that SIRVA's employees and agents rely on heavily to communicate with customers and with one another. When Chuck Shmayerl took the reins as vice president of IT in 2004, one of the first things he noticed was the large volume of spam coming into the company's Microsoft Exchange environment.

"As is the case with many organizations, around 70 percent of our incoming email was spam, and users had to clean their inboxes each day," he says. "There was not a comprehensive spam filtering solution in place. A majority of the time, emails were received, processed by the Microsoft Exchange servers, and delivered to users."

ORGANIZATION PROFILE

Website: sirva.com

Industry: Global Mobility Services Provider

Headquarters: Westmont, Illinois

Employees: 2,300

SYMANTEC SOLUTIONS

Archiving

Disaster Recovery

Messaging Security

Why Symantec?

- Mature, effective cloud solutions
- Multiple archiving options
- Affordable, cloud-based email encryption
- Able to meet compliance and audit requirements

In 2004, SIRVA began to filter email in the cloud using Symantec MessageLabs™ Email Security.cloud. With no upfront capital expenditures required and a simple subscription fee that includes 24x7 support, the service allowed SIRVA to deploy a high-quality messaging security solution quickly and cost effectively.

“We were an early adopter of cloud solutions because the cloud-based delivery model made good business sense, so we made a proactive decision,” Shmayel explains. “Using a cloud-based solution allowed us to improve upon our message security in days instead of waiting months to build a supporting infrastructure. And the cloud solution still makes sense for us—it works, it’s cost effective, it allows us to utilize our IT staff and resources for more strategic tasks and respond to our customers more efficiently.”

Reclaiming an hour per employee per day

By eliminating the need for employees to delete spam from their inboxes manually, SIRVA has reclaimed an hour per day, per employee. “We have not had any damage from email-borne malware since deploying Email Security.cloud,” says Shmayel. “Now we catch viruses long before they come into the company.”

SIRVA is also saving on storage costs. “Storage area networks require a significant investment, and the cost of ownership goes beyond the hardware itself,” says Shmayel. “You have to factor in the cost of administration and the cost of backup and archiving. For compliance and eDiscovery reasons, every email sent or received at SIRVA is archived and retained using Symantec Enterprise Vault™. By filtering our email in the cloud, before it reaches our Exchange server, we’re saving 70 percent on email-related storage costs.”

A hybrid approach to archiving

The combination of Symantec Enterprise Vault Microsoft Exchange Mailbox Archiving, Microsoft Exchange Journaling, and Discovery Accelerator is allowing SIRVA to meet its retention policies for email with on-site archiving.

SOLUTIONS AT A GLANCE

Key Challenges

- Protect against email-borne viruses
- Archive email for disaster recovery and fast eDiscovery
- Ensure uninterrupted access to email and message archives
- Secure email communications with domain-to-domain encryption

Symantec Products

- Symantec MessageLabs™ Email Continuity.cloud
- Symantec MessageLabs™ Email Encryption.cloud
- Symantec MessageLabs™ Email Security.cloud
- Symantec MessageLabs™ Enterprise Instant Messenger.cloud
- Symantec MessageLabs™ Instant Messaging Security.cloud
- Symantec Enterprise Vault™ Microsoft Exchange Mailbox Archiving with
 - Microsoft Exchange Journaling
 - Discovery Accelerator

Technology Environment

- Server platforms: Microsoft Windows Server, Linux
- Applications: Microsoft Exchange Server
- Databases: Microsoft SQL Server, Oracle
- Storage: HP EVA8400, NetApp 3140

BUSINESS RESULTS AND TECHNICAL BENEFITS

Messaging Security

- No damage from email-borne malware
- Reclaims 1 hour of productivity per day, per employee
- 70% savings on email storage costs
- Consistent, secured instant messaging interface

Email Encryption

- Six-figure annual cost avoidance
- 2 IT staff positions reclaimed
- Several servers repurposed or retired
- 100% payback in a matter of months

Disaster Recovery and Archiving

- Nearly 100% availability for email; failover to the cloud in seconds
- Eliminated 4-6 hours a month of planned email downtime
- 30-day email archive available in the cloud
- Able to meet retention policies with on-site archiving
- eDiscovery in minutes

Compliance

- Zero data breaches

Archived email and attachments are deduplicated, further reducing storage costs, and always available for quick search. “Our staff can perform eDiscovery tasks in minutes with Discovery Accelerator, and they use it often to find information,” says Shmayel.

100 percent availability for email

To ensure that employees can still access email and the cloud-based archive, even if the local Exchange infrastructure goes down, SIRVA uses Symantec MessageLabs™ Email Continuity.cloud. The service automatically synchronizes corporate directories and user accounts with Exchange. Then, during an outage, the service can be activated to provide email access through a Web browser, mobile device, or Microsoft Outlook. Emails sent and received during an outage are resynchronized when the primary email system is back online.

“Our goal is to provide close to 100 percent availability for email, and Email Continuity.cloud allows us to do so, cost effectively,” says Shmayel. “Failover to the cloud occurs within seconds providing virtually uninterrupted access to email in the event of an outage and ensuring that emails between SIRVA and clients will not be lost. Previously, our service-level agreement was 99.8 percent uptime because we had to take Exchange offline for four to six hours a month for maintenance. Now we can perform maintenance at any time, without disrupting users.”

By leveraging Email Continuity.cloud to provide a month of email retention, SIRVA also has an effective disaster recovery solution. “We keep a 30-day email archive in the cloud for disaster recovery purposes,” Shmayel explains. “If something happened to the infrastructure supporting our local archive, 30 days is enough to keep people productive until the problem is resolved.”

Consistent, secure instant messaging

To enhance productivity and security, SIRVA also deployed Symantec MessageLabs™ Enterprise Instant Messenger.cloud, which encrypts and can record chat conversations between users. Now users send and receive instant messages over a secure, private internal network, allowing SIRVA employees to communicate faster with one another and respond to customers more efficiently.

“Previously, instant messaging at SIRVA was unmonitored,” says Shmayel. “Now employees are all using the same IM tool, and chats are encrypted, logged, and can be archived.”

To avoid disruption from malware coming in from public IM networks, SIRVA also uses Symantec MessageLabs™ Instant Messaging Security.cloud, which provides a suite of leading-edge capabilities including anti-malware, URL filtering, content control, and reporting.

Significant savings annually on encryption

SIRVA’s security and compliance policies also include domain-to-domain email encryption, which used to require an in-house server and software infrastructure that was monitored and maintained by a special team.

Due to its success with other Symantec.cloud solutions, the company decided to move email encryption to the cloud, and deployed Symantec MessageLabs™ Email Encryption.cloud. The service ensures that email sent to and from designated domains is secured using Transport Layer Security (TLS) encryption. Secure messages can be read regardless of what technology is being used by the recipient, and there is no need for the recipients to have encryption capabilities.

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“It required a lot of work to maintain our previous encryption solution,” says Shmayel. “Email Encryption.cloud makes it easy. We can avoid the complexities of managing another set of software and hardware in our environment, which streamlines the process for our customers and suppliers as well.”

The servers the company was using for email encryption have been repurposed, and the two engineers who were managing the solution now handle other tasks. “We received complete payback from Email Encryption.cloud in a matter of months,” says Shmayel. “Replacing our complex in-house encryption solution delivers significant cost savings each year. Most importantly, it further increased the security and privacy between SIRVA and our customers. The emails sent between SIRVA and clients can be fully encrypted and individual emails to other recipients can be encrypted based on pre-defined policies. This enables SIRVA to handle client data in fully a controlled environment, providing the utmost data security for clients. Encryption technology is an important element of SIRVA’s information security solution, as critical information is increasingly present on mobile devices and in the cloud.”

Customer confidence and retention rates have improved since SIRVA can guarantee that email and IM communications are encrypted. “The ability to stand behind that guarantee makes a world of difference to our customers,” says Shmayel.

No worries

Adopting cloud-based solutions for messaging security, archiving, and continuity has helped SIRVA consolidate its IT operations and improve efficiency. “With Symantec cloud solutions, there’s less for our staff to monitor and manage,” Shmayel concludes. “Our goal is to deliver the best mobility experience to each of our customers. With Symantec cloud solutions, we can deploy solutions and respond to our clients at a faster rate.”

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