

# PRA International Case Study

ZL Technologies Helps Meets PRA International's Needs In Legal Discovery, Mailbox Management and Email Archiving



## Solution Highlights

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- ▶ **Industry:** Pharmaceuticals
- ▶ **Customer:** PRA International is a global company that specializes in clinical development.
- ▶ **Business Requirement:** Legal discovery assistance and mailbox management
- ▶ **Solution:** ZL Unified Email Archive Suite for MS Exchange
- ▶ **Result:** Legal discovery support and enhanced mail server performance

## Solution Summary

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### Background

Based in Reston, Virginia, PRA International has established itself as one of the world's leading clinical research organizations. As a global company with more than 2,700 employees on six continents, PRA has grown rapidly through the acquisition of other companies.

### Customer Challenge

Like many other organizations today, PRA experienced the challenges and risks related to email management. To be fully prepared for a legal discovery request, PRA required an email archiving solution to capture emails and provide comprehensive search functionality. PRA also wanted to enhance mail server performance and eliminate employee mailbox quotas with a solution that automatically managed the lifecycle of email. However, PRA also required a solution with the ability to grow in response to often unpredictable growth due to acquisitions and mergers as was common in the industry. PRA, therefore, required an email archiving solution that could scale to support significant increases in email volume that could occur at any time.

### The ZL Solution

Although PRA evaluated most of the major email archiving solutions, they chose ZL's Unified Email Archive Suite. ZL's solution met all of PRA's requirements for legal discovery with complete capture, full-text indexing, rapid search, and one-click data export technology as well as enhanced mail server performance by using fully-automated policy-driven email and attachment offloading.

### Why ZL Technologies

PRA chose ZL because of its modular functionality and highly scalable architecture. PRA met all of its email archiving objectives with ZL's integrated solution, which ultimately lead to significant cost-savings and a reduction in IT overhead and maintenance. Among competing vendors, ZL's scalable architecture was a key differentiator. With ZL in place, PRA could continue to grow geometrically in size through acquisitions without fear of overwhelming their archive.

### Result

ZL's solution enabled PRA to meet its legal discovery, mailbox management, and email archiving needs with a truly integrated, cost-effective solution. With ZL PRA deployed an archive that could easily scale and grow support the firm well into the future.

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