

Top 5 Global Bank

Bank Strengthens eDiscovery Response and Regulatory Compliance with Industry's Fastest Search and Supervision from ZL Unified Archive

Benefits:

- FRCP compliance, E-Discovery, and early-case assessment
- GRID architecture for scaling to several million messages per day and growing
- Rapid search across repository of over 800 million messages
- Complete index recovery in hours ensures compliance with data access requirements
- SEC 17a-4 and NASD 3010 compliance with advanced review tools to reduce compliance costs

Background

This Top 5 Global Bank is based in Switzerland. It is the second largest bank in Europe by both market capitalization and profitability and also has a strong presence in the United States through its Wealth Management, Investment Banking, and Capital Markets divisions. The bank has more than 75,000 employees worldwide. Its Wealth Management unit caters to high net worth individuals and is the world's largest manager of private wealth assets, with over USD 1.9 trillion in total overall invested assets around the globe.

Business Needs

- An archiving solution that enables compliance with the strict regulations requiring data preservation and integrity to ensure the security of these assets and the stability of the institution
- A records management solution that provides instant access to enterprise records
- Ability to search the entire e-mail archive quickly without being limited to just a few selected mailboxes

Inadequacy of Previous Solutions

Various divisions within the Top 5 Global Bank had already deployed four separate archiving solutions prior to ZL in order to comply with various rules and regulations spanning the many locations in which it operates. Though highly recommended by analysts and small banks, all four solutions fell short of meeting the bank's requirements.

One of the solution used by the bank designed and marketed specifically for compliance and surveillance and was unreliable, periodically losing messages as it failed and went offline. An older-generation product, the solution was designed for much lower volumes of e-mails and could not scale to the massive data flow that this top-tier financial institution was experiencing. An incomplete archive puts the company out of compliance, exposing it to the risk of fines, sanctions, and loss of reputation. This was not an acceptable situation for an institution of such prominence and respectability.

Another high-profile compliance solution used by the bank required heavy client software but lacked crucial features. The solution provided no reports on mail-flow and surveillance activities for compliance purposes, demanding



Environment:

- Microsoft Exchange Server 2003
- Oracle 10g
- Microsoft Windows Server 2003
- 61,000 mailboxes and 800 million mails

blind faith from its users despite the system's complexity and the significant consequences of a system failure. The situation was, again, unacceptable. This solution, though newer, was simply not designed to support operations on a global scale or with the depth of functionality and automation that the bank required.

A third small-scale deployment of the archiving product from the industry's largest vendor was plagued by search issues. In addition to long delays for search results, this top tier bank went five weeks unable to search the archive when the index corrupted. A forced rescan of all e-mails in an attempt to recover from the index corruption took the bank weeks to complete.

The final archiving solution in place at this Top 5 Global Bank offered only limited storage optimization, with no capabilities for compliance or supervision.

Dissatisfied with all the archiving products deployed, the bank set out to find a new solution.

Searching for a Solution

The search for a new solution began with a set of criteria laid out by the Project Manager and his internal team at the bank:

- **Audit preparedness:** Ability to quickly produce any e-mail from its vast and growing archive
- **Supervision and compliance:** Comprehensive reporting tools and review functions such as targeted review, post-review, and random sampling
- **High speed of search:** This is a critical requirement since the huge amount of data may be impractical to search with a slow search engine
- **A scalable solution:** The ability to handle increasing volumes in cumulative fashion was perhaps the most critical criterion, especially in terms of the staggering volumes reached at the Top 5 bank.

In the course of their search, a partner and provider of e-discovery services to the bank recommended the ZL solution to the PM and his team. Having experienced multiple failed archiving deployments, the team knew that it was all too common for a solution to fail in delivering the promised functionality. However, after thorough performance testing to ensure that all major criteria were met, the PM and his team found that ZL UA was by far the strongest archiving solution for their needs, as it clearly demonstrated ability to handle the significant volumes in their mail environment

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- Project Manager, Top 5 Global Bank

with unparalleled speed, efficiency and functionality. ZL was quickly deployed at the Top 5 Global Bank’s Wealth Management Americas (WMA) division and, shortly thereafter, it was expanded to the Investment Banking (IB) division as well, with the Project Manager overseeing the operation.

ZL Unified Archive is now deployed on over 61,000 mailboxes at this Top 5 Global Bank.

Unprecedented Search Speed

Among the rich set of ZL’s features and functionalities, the one area which most surprised the staff was search speed. “Searching within the ZL solution is very, very good. None of the other solutions can hold a candle to how fast ZL searches across the entire dataset. To compare, we have another vendor in our Asset Management division, which took hours to search through 2,000 mailboxes versus seconds for ZL to search through over 50,000 mailboxes. I think it is primarily due to truly superior search architecture. Whatever the reason, at the end of the day, there is simply no comparison,” says the Project Manager.

Improved Early Case Assessment and Internal Investigations

The full power of ZL’s search is also used by the Legal team in e-discovery for its Investment Banking unit which deployed ZL’s zDiscovery Manager module to aid in Early Case Assessment. The PM says, “The Legal team is in there all the time. The archive is constantly being searched, and I expect the same thing to happen when we extend e-discovery support to Wealth Management, as well. We pointed our compliance audit folks to zDiscovery Manager as well because they are constantly monitoring and searching for infractions.”

Scalable Data Ingestion

“ZL’s GRID architecture is probably my favorite part of the solution,” the Project Manager continues. “I

particularly like its ability to automatically distribute workload over multiple servers with automated failover should any server fail. To scale, we can simply add servers to the mix. The GRID allows ZL to do more work with fewer servers. We can also use the GRID to redistribute any number of processes in order to avoid bottlenecks in ingesting, searching, exporting, and a multitude of other tasks.”

With the GRID, the bank archives over three million documents per day from multiple departments and third-party applications. “Volume hasn’t been an issue,” says the Project Manager. “As a matter of fact, I’m confident we could double the load and not have a problem.”

Quick Recovery of Corrupted Index

Index corruption is an inevitable event. Most archive solutions force a re-scan of the original e-mails in order to rebuild the corrupted section. This is problematic with the large data volumes and could take weeks or months to re-scan, leaving the company exposed to non-compliance or unable to answer discovery requests. With the previous product, “It was a nightmare. We had to go back and recompile the index, which took forever to do. Weeks, it took weeks to get back,” says the top tier bank’s Project Manager. Once ZL was deployed, however, recovery from index corruption was no longer a problem. “With ZL, you just have to replay the indexes, and the process is much faster. I believe we did the bulk of it in hours. By contrast, the previous product took about five weeks to do the search. And that deployment

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was much smaller, 1,400 users versus 20,000 at that time with ZL. The difference is simply remarkable,” says the Project Manager.

Advanced Sampling Module Cuts Costs

Shortly after deployment, the Top 5 Global Bank added ZL’s Advanced Sampling module, an enhancement to ZL UA Post-review. This module was designed to eliminate the significant strain on compliance personnel caused by reviewing e-mails over and above regulatory requirements. To do this, the module matches the exact number of flagged e-mails to the company’s regulatory requirements, thus eliminating unnecessary review time. ZL and the Top 5 Global Bank worked with the SEC to ensure that the Advanced Sampling technology would meet all compliance requirements.

The compliance team at the bank further benefits from superior sampling techniques, such as drawing randomly from a wider range of data, targeting sampling on certain groups, etc. Overall, this module cut the amount of e-mails to be reviewed in half, while simultaneously satisfying compliance requirements.

Future Goals: Expansion and Consolidation

ZL has proven to be the solution that meets the top tier bank’s compliance archiving, supervision, surveillance, and mailbox management requirements. The bank is

expanding the ZL deployment to the rest of the bank and phasing out other archiving products. Prior to ZL, the bank ran four separate archiving solutions, which accumulated data in separate silos, thus making enterprise-wide searches difficult, if not impossible. By contrast, ZL can merge data from all departments to the same central vault, providing consolidated access to all enterprise records. “Phased roll-out to overseas operations is being discussed,” says the PM.

The bank is expanding the ZL deployment to capture other data types. Already capturing all e-mail from Exchange and third party applications, They are archiving all chat and instant messaging data through integration with Facetime later this year. The bank also requires processing of other data types, such as Blackberry SMS logs, etc.

The PM, having experienced multiple failed archiving deployments, has finally found what once seemed impossible: an archiving solution that fully meets all of his complex requirements. With a smile, he says, “I’m a huge fan of the ZL solution, I truly am. It’s one of those solutions where it is a pleasure for me to get out there and realize the efficiencies from deploying bank-wide. ZL works with me to continuously provide solutions for real-world problems. It’s been a great experience.”