

### Case Overview

- **Industry** Finance & Banking
- **Customer** Zenith Bank Plc Ltd
- **Number of Email Boxes** 16,500
- **Business Need** Compliance, Exchange storage management
- **Solution** Enterprise Email Archive<sup>™</sup> Compliance Express Edition for Exchange Server

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### Case Resolution

#### Background

Zenith Bank Plc is one of the largest and most profitable banks in Nigeria, with more than 400 branches and business offices nationwide. Headquartered in Lagos, Nigeria, Zenith Bank was established in May 1990 and started operations in July same year as a commercial bank. It became a public limited company in 2004 and has a shareholder base of more than one million.

Zenith became the first Nigerian bank in 25 years to be licensed by the Financial Services Authority (FSA) in the United Kingdom for the commencement of banking operations in the U.K. in April, 2007. The bank is also active in Ghana, Sierra Leone, and South Africa.

#### Customer Challenge

As a public limited company and a financial institution, Zenith Bank is subject to national and international regulations requiring the preservation of financial records. Zenith Bank needed an archiving solution to allow employees to retain emails for at least one year. It was important that employees be able to search and download messages and attachments easily from their individual archives. The bank's multiple Microsoft Exchange 2007 servers had begun to slow under the load of retaining employees' email records, so Zenith Bank needed a solution that could remove messages from Exchange on a regular basis.

#### The MessageSolution Enterprise Email Archive<sup>™</sup> Solution

The team at Zenith Bank evaluated archiving solutions from many industry leading archive vendors. The team eventually selected MessageSolution after a successful Proof of Concept (POC) deployment. MessageSolution Enterprise Email Archive Compliance Express Edition for Exchange met all of the bank's requirements, including ease of use, scalability, and a flexible retention policy engine.

#### The MessageSolution Resolution

MessageSolution engineers worked remotely with the Zenith Bank team to deploy MessageSolution Enterprise Email Archive Compliance Express Edition for the bank's multiple clustered Exchange 2007 servers. Historical mail was first ingested to centralize existing financial records for easy search and retrieval. The Zenith team was then able to create unique, regulation-compliant retention policies for the bank's multiple departments, allowing users to quickly and conveniently access their personal archives.

Additionally, Zenith Bank was able to connect MessageSolution Enterprise Email Archive to the bank's Exchange servers to remove messages from Exchange on a scheduled basis. By combining this with MessageSolution's storage-reducing technologies, such as single instance storage and data compression, Zenith Bank was able to significantly improve the performance speeds and reliability of the entire messaging system.