Instant InfoSystems

Email Archiving

Analyzing Return on Investment

Executive Summary

Almost every corporation in the world today has an email problem – high operational and financial costs associated with managing e mails and instant messaging (IM). These problems are only expected to get worse as email increasingly becomes the de-facto business communication tool. In fact, it is estimated that 131 billion emails are sent daily, with this figure predicted to increase to 276 billion by 2009[1].

To accommodate the increased usage of emails, many organizations are relying on the temporary storage repositories within email systems. Since these systems were not designed to store vast amounts of email and associated attachments for long durations, many organizations face numerous IT problems associated with an overloaded email system, including:

- System down time

- Bloated inboxes

- Mailbox size limits

- Lost data due to .PST/.NSF corruption

But the problems don't stop there. In addition to IT complications, organizations are experiencing unprecedented costs associated with managing their email archive. These higher costs are manifesting themselves in a variety of forms, including:

- Redundant data storage – Single emails (plus attachments) that have been sent to numerous people are being stored multiple times, driving up costly storage requirements

- Rising mail server expenses – An increasing number of mail servers are being used today, with ever increasing investment in the messaging infrastructure to increase capacity and maintain performance.

- Excessive backup activity – Frequent backups with large data volumes increase risk of failed backups, longer backup windows, and increased recovery times.

- High administration costs – The number of full-time employees needed to manage an archive spans multiple functions.

- Lost end-user productivity – Statistics indicate that the average end-user spends 25% of his or her workday managing their mailbox[2].

This document focuses on the return on investment (ROI) that can be achieved by deploying an email archiving solution. Specifically, you will learn how to drive down archiving-related costs that currently impact your organization's bottom line by deploying the industry-leading ZANTAZ Enterprise Archive Solution (EAS). A sample ROI calculation will then be presented to outline how the below savings can impact a real organization.

Email Archiving Cost Drivers (Before Deployment of an Archiving Solution)	Expected Savings (After Deploying an Archiving Solution)
Storage Costs	50 - 80% Savings
Future Mail Server Purchases	40 - 60% Savings*
Backup Costs	Varies
Administration Costs	20 - 80% Savings
End-User Productivity Costs	70 - 90% Savings
Data Spoilation Costs	Up to 100% Savings**

* An organization can also re-purpose approximately 1/3 of current mail servers
** Up to 100% when deployed with a complete company-wide retention policy

What is Email Archiving ?

Email archiving solutions address many of the problems associated with escalating email volumes – redundant data storage, rising mail server costs, excessive backup activity, high administration costs, lost end-user productivity, and increased litigation expenses. Most important, they deliver clear savings to organizations that deploy this software.

Here's how these solutions work: an email archiving solution will automatically apply corporate policies to offload messages from email servers based on any combination of parameters such as age, size, status, sender, and location. Through an archive process that is essentially transparent to the users, these messages are moved into a scalable, searchable archive that is highly optimized for the storage of email.

The key to the cost savings is the optimization of the storage, which includes benefits such as compression of messages and file attachments as well as single-instance storage, which ensures that only one copy of each message and/or attachment is saved. The storage savings, backup savings, administrative efficiencies and user productivity are all fundamentally driven by these optimizations.

How is ROI Measured?

Return on investment (ROI) refers to the amount of revenue generated and/or savings that an organization will realize over time, following investment in a corporate initiative.

For this document, ROI is calculated by comparing the long-term savings delivered by the deployment of archiving software (project benefits) to the total costs of the software deployment (project costs). It is assumed that the deploying organization has historically incurred high costs associated with the management of its archival (costs today), and it will accrue quantifiable savings following software installation (total costs after project).
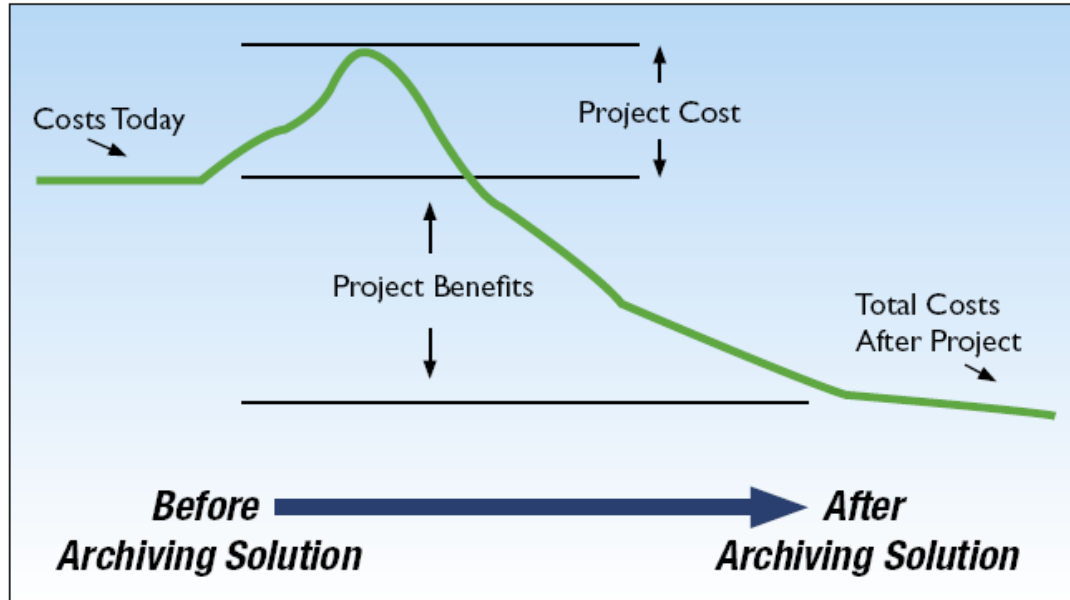

Figure 1: Measuring ROI from Email Archiving

The next several pages will outline the key cost drivers an organization will generally incur "Before Archiving Solution" and highlight the savings realized "After Archiving Solution" to provide the framework for calculating an ROI.

Section 1 – "Before Archiving Solution" Costs

The explosive growth in email volumes and growing attachment sizes, combined with the legal and regulatory necessity to retain messages, has led to mail repositories growing to uncontrollable sizes. Most organizations that have not deployed an email archiving solution are subject to a wide variety of costs related to the capture, storage, and maintenance of its archive. Some of the primary hard and soft costs include:

- Storage costs

- Mail server costs

- Backup costs

- Administration costs

- Lost end-user productivity

- Data spoliation costs

HARD COSTS

Storage Costs
In the absence of an archiving solution, many organizations utilize expensive disk-based storage or tapes that are not optimized for storage. The result is that email (and attachments) are not de-duplicated or compressed, driving up the storage required exponentially.

A popular measure taken by enterprises to manage email storage growth is to increase the size of SAN. This solution, while effective, is not a permanent fix and can prove expensive if storage space is not optimally planned for and used. The average cost of purchasing SAN is $0.08/MB. However, managing storage can cost an organization between $0.66 and $1.5 per MB[3].

In almost every case, regardless of the work-around solution, organizations without archiving software experience high storage costs in the absence of compression or single-instance storage (storing a single message and attachment only once, regardless of how many people in the organization received the message). This will drive up storage expenses today, as well as in the future, as an increasing amount of storage will have to be purchased by the organization to keep up with demand.

> **"Managing storage can cost an organization between $0.66 and $1.5 per MB."**
>
> - Norbert Haag, October 2003

Mail Server Costs
A typical corporate user generates a total of 19.5MB of email traffic per day[4]. If the user was allotted a mailbox quota of 166MB (the median size allotted to a typical corporate user according to The Radicati Group), he or she would exceed this allotted storage space in less than nine days.

Adding new mail servers to the messaging environment allows for a larger number of users, more traffic, and more storage. However, this is not a very cost-effective solution as new mail servers are very expensive when one considers the added acquisition, licensing, administration, and maintenance costs. As an example, according to research conducted by The Radicati Group, the average organization running Microsoft Exchange spends $20,442 per server per year for server administration. Moreover, such a solution only offers minimal scalability, so the cycle of deploying more servers in the future is inevitable.

Backup Costs

Escalating data stores retained on email servers also create the need for numerous backups and costly backup storage. These backups are generally done per server on a daily, weekly, or monthly basis – or sometimes all three. This creates thousands of backup tapes that must be cataloged and stored. Organizations may either choose to store these tapes onsite (at a lower cost but higher risk of spoliation) or with a third party (at a higher cost but less risk). In either case, backups often cost the organization thousands of hard dollars per year when materials, labor, management, and storage is taken into account. Companies have reported these costs to be between $2.50 and $10.00 per tape per year.

Out-of-control backups can also cost the organization an unquantifiable sum in IT uptime and customer service reputation. In the event of email downtime, the financial implications of an extended restoration process can be significant. More than 55 percent of unplanned email outages last for 6 hours or more, with the average email outage estimated to be 32.1 hours long[5].

> **"The average organization running Microsoft Exchange spends $20,442 per server per year for server administration."**
>
> - The Radicati Group

Administration Costs

The staff required to administer a data store without an archiving solution can be extensive. Generally, an organization can expect to have a staff comprised of at least mail system administrators, network administrators, help desk staff, operations and administration, and management. Of course, the number of employees for each function will vary based on the size, complexity, and structure of the company. A typical organization can expect to retain:

- One full-time mail system administrator (at 50% capacity) for every 50 mail servers

- One full-time network administrator (at 50% capacity) for every 25 servers

- One full-time mail help desk employee (at 50% capacity)for every 5,000 mailboxes

- One full-time operations & administration staff (at 50% capacity) for every 50 mail servers

- One full-time manager (at 50% capacity) for every four employees listed above

(In cases where organizations are smaller, a lower capacity can be used to determine what percent of a given staff's time per year will be required to administer the data store.)

Given the above assumptions, plus an average annual salary of about $90,000, the cost of administration can become a major recurring burden for organizations. The effect of multiple staff dedicated to managing a data store quickly adds up and can equal almost half of the total "Before Archiving Solution" costs for a given organization.

SOFT COSTS

Lost End-User Productivity

Many organizations allow users to create .PST/.NSF files as a work-around to mailbox size limits. This action creates considerable storage overhead throughout the network and increases the risk of data loss and file corruption. More important, end users lose significant productivity. In fact, it is estimated that corporate users spend 25% of their workday on managing email2 (without an archiving solution). Adding to lost end-user productivity, corporate users now spend more time searching for information than analyzing it[6].

While it can be argued that not all time spent on managing email is unproductive, it is generally accepted that user time spent on creating .PST/.NSF files to avoid hitting mailbox quota limits, and thereafter searching vast amounts of email data for relevant information does cost organizations in terms of lost productivity.

Consider this – if an organization with 5,000 users has each person spend just 10 minutes a day managing and searching mailboxes, this can cost the company about $7.4 million in lost productivity over a single year. Here's how this figure is calculated:

- 10 minutes a day multiplied by 220 business days per year equals about 37 hours lost per person per year

- Each person is paid about $40 per hour (based on an average $90K salary per year)

- 5,000 users multiplied by 37 hours per person per year multiplied by $40 an hour equals $7.4 million

.PST/.NSF files also exacerbate the storage duplication issue. While email servers may offer limited storage efficiency, .PST/.NSF files offer none. Also, users with .PST files tend to keep old email longer than required, which can be legally dangerous for organizations.

Data Spoliation Costs

In recent years, numerous organizations have suffered the financial fines and sanctions associated with spoliation (premature loss of data) of regulated or discoverable email and IM. Some prominent cases include:

- A $1.45 billion ruling against Morgan Stanley for being "grossly negligent" in producing email to the court in a legal proceeding
- A $2.75 million ruling against Philip Morris USA after it was ruled that 11 employees failed to preserve email
- A $566K fine imposed against Samsung for inability to produce email evidence

Email archiving is an organization's best line of defense against these fines and sanctions. All messages in an archive may need to be 'discovered' during litigation preparation, and without an archive system from which email can be methodically searched and extracted, this can cause significant burden to the entire organization. Such a burden may be thousands to millions of dollars in fines or equally significant fees paid in out-of-court settlements that are agreed upon by your organization in the absence of all other data.

> **"Adding to lost end-user productivity, corporate users now spend more time searching for information than analyzing it."**
>
> - IT-Director.com, Bob McDowall

Section 2 – "After Archiving Solution" Costs

By deploying an archiving solution, an organization can lower the above hard and soft costs related to the capture, storage, and management of its email archive. In this section, we will specifically examine the savings generated by deploying the ZANTAZ EAS solution. By deploying this archiving solution, companies can improve efficiencies in their email environment and realize a wide variety of additional benefits that contribute to a positive ROI:

- Storage cost savings

- Mail server savings

- Backup savings

- Administration savings

- Increased end-user productivity

- Data spoliation savings

In addition, with the deployment of supplementary EAS modules – such as EAS Storage Manager, EAS for Files, EAS Discovery, or ZANTAZ Introspect – organizations can realize further benefits as well. These include:

- Discovery savings

- File archival savings

- Long-term storage optimization

- Savings related to optimal archiving compliance

HARD COST SAVINGS

Storage Cost Savings

An email archiving solution ensures that an organization's information stores are initially reduced in size, and then maintained at an optimum level. When a message is archived using ZANTAZ EAS, it is removed from the mail server or .PST/.NSF files into a secure storage structure that supports virtually any physical storage device, while maintaining an audit trail of all users with access rights to that message.

EAS delivers storage cost savings through four main capabilities:

- **Single-Instance Storage (SIS)** – EAS applies its SIS algorithm to ensure that only a single copy of the message, attachment, or file is stored in the archive with links to all referring instances. This capability works across multiple mail servers, multiple databases, multiple document stores, and multiple .PST/.NSF files.

- **Compression** – Every message and file stored in the EAS archive is compressed, dramatically reducing the storage requirements of the archive without losing any content, location, or formatting of information.

- **.PST/.NSF File Management** – EAS provides automated tools to find, gather, and archive all .PST/.NSF files without user intervention – including password-protected files. With EAS, messages and attachments from .PST/.NSF files are archived directly, with no interaction with the mail server.

- **Managed Disposition** – Old email are not left on mail servers indefinitely. In conjunction with EAS Storage Manager, storage efficiencies are amplified by moving older email to tiered lower-cost storage based on pre-defined retention policies (see below "Additional Savings with Add-On EAS Modules" section for more information).

All of the above translate into considerable storage savings. EAS has been benchmarked to reduce total storage requirements by up to 80 percent.

Mail Server Savings

A company without an email archiving solution will usually run its mail servers until they reach their storage capacity, and then add more servers. With EAS, email are automatically captured and transferred to a secure, scalable archive, which relieves mail servers from playing a storage role – something they were not designed for. Since the cycle of moving email to the archive can be repeated (through automatic policies or manually) without danger of losing valuable data, mail server storage can be continuously maintained at optimal levels and kept from reaching limits. This reduces the need to add more mail servers.

Further, while the document store is compressed 50 to 80 percent, the mail server mailbox itself is significantly reduced as well. The "stubs" or "pointer files" which are left in the mailbox in place of the documents are typically less than 1000 bytes each. By deploying EAS, organizations can at a minimum expect to re-purpose 1/3 of their current mail servers and thereafter cut down on 40-60 percent of related purchases and maintenance going forward.

Backup Savings

Many organizations operating a primitive email archive perform numerous, costly backups that can generate thousands of tapes and cost the company tens of thousands of dollars a year to produce, manage, and store. EAS drives backup related savings in the following two ways:

- **Fewer backups:** Research indicates that the majority of backups are an expensive insurance policy that can be eliminated by deploying a solution like EAS. EAS effectively provides a fail-over email archive that can be accessed even if the email system goes down. The savings an organization can expect to achieve with EAS depends on how many daily, weekly, and monthly backups (per mail server) an organization chooses to eliminate after deployment. To illustrate this point, compare the following two companies:

  Company A – an organization without EAS and 50 mail servers is concerned about loss of data and thus performs one daily, one weekly, and one monthly backup. This translates into 16,200 backups throughout the year.

  Company B – an organization with EAS and 50 mail servers is much less concerned about data loss. As a result, it performs zero daily, zero weekly, and one monthly backup. This translates into 600 backups throughout the year.

- **Fewer tapes/disks:** As described earlier, EAS reduces the size of mail server information stores. This attribute drives another backup-related cost saving, since smaller information stores will obviously require fewer tapes and/or less disk space to backup.

Administration Savings

Again, an entire team comprised of mail system administrators, network administrators, help desk staff, operations and administration staff, and managers are required to maintain an efficient operation without an archiving solution. Not only does EAS eliminate many of the tasks that keep this staff busy throughout the year, but it also simplifies many of their required duties allowing them to focus on other projects. Examples include:

- EAS automatically locates and migrates .PST/.NSF files into the EAS archive, eliminating the administrative overhead required for this function

- EAS streamlines the number of mail servers, allowing administrators to better manage and maintain the email system

- Little-to-no administration is required to support end users (e.g., search and retrieval) once archiving policies and schedules have been deployed

- Helpdesk calls for recovery of corrupted local archives and lost email are reduced

The administrative savings delivered by EAS are substantial, particularly when evaluated over a period of time. Customers have reported reductions in full-time equivalents (FTEs) from 20-80 percent for these functions. As an example, an organization that has two system administrators dedicated to email archiving may be able to reduce their headcount by one full employee after deploying EAS and save the company about $100K a year – or half a million dollars over five years. Alternatively, the company may re-purpose this employee to focus on other revenue-producing or cost-cutting projects. These savings naturally increase as more FTEs are eliminated or re-purposed.

In some cases – e.g., when a server migration is required by the company – administration is further reduced by EAS. Generally, an administrator spends the majority of his or her time on such a project devising and managing a scheme to migrate that is unobtrusive to end users and the core messaging system. Central to this objective is minimizing the size of the information store to be migrated. EAS reduces the size of existing email information stores in advance of migration, which considerably reduces the time taken to move the message store and ultimately enables the administrator to focus on other projects throughout the rest of the year. In addition, this streamlined process also minimizes downtime, reduces the chances of database corruption, and provides a level of disaster recovery.

SOFT COST SAVINGS

Increased End-User Productivity

EAS provides productivity-conscious organizations with multiple opportunities to actively assist users with the task of managing their email. EAS enables automatic, policy-driven archival of email messages, and allows policies to be set differently for different groups of users. By automating this process, end users are freed from the time-consuming and costly task of email housekeeping.

Beyond applying central archiving policies to automate formerly manual tasks, EAS also increases end-user productivity by providing them with the tools to better manage and search their archive. Through centrally managed policies, authorized users

can select the email they want archived. Users can also perform their own search and retrieval of archived email, without the need for administrator intervention.

In many cases, the ROI from the purchase of EAS can be realized based on increased employee productivity alone. In most cases, customers have been able to increase end-user productivity by 60-95 percent, yielding millions of dollars in hidden savings to the organization.

Data Spoliation Savings

By deploying EAS (along with a complete, company-wide data retention policy), an organization can achieve the best defense against data spoliation and associated sanctions. This combination of a battle-tested archiving product and data management policy in unison can in some cases reduce the probability of million-dollar fines by 100 percent.

ADDITIONAL SAVINGS (WITH ADD-ON EAS MODULES)

Discovery Savings

The average Fortune 500 company experiences 125 non-frivolous lawsuits a year[7], and an increasing number of these cases require some form of electronic discovery – reviewing and producing electronic data like email for litigation purposes.

For organizations that have no email archiving solution, the costs associated with electronic discovery of email can be staggering. In many cases, organizations must restore data from tape and then work with a third party to import this data into a discovery management solution for review and production. The costs of such a process can reach millions of dollars, causing some organizations to settle frivolous cases rather than incur the costs of producing the required data for the case. Boeing, for example, estimates that it costs them $1 million for every 15 emails it has to find[8].

File Archival Savings

EAS for Files, an optional module to EAS, enables enhanced corporate message and file management while realizing reductions in both storage and administration costs. EAS for Files provides a uniquely flexible and powerful policy engine that allows organizations to archive files according to their corporate policies without impacting end users.

With EAS for Files, organizations can:

- Optimize file system storage through compression and SIS of archived files

- Improve file system through distributed architecture engineered to support large, geographically distributed organizations

- Facilitate instant and transparent file retrieval to the end user

- Enable sophisticated searching using EAS Search

- Build a foundation for corporate information processes by enabling litigation support, regulatory compliance, and corporate governance

Long-Term Storage Optimization Savings
Driven by the requirements of various industry regulations, organizations are spending more than ever on storage for long-term retention of email. To meet these regulations, often this valuable information is often preserved on expensive compliant media.

EAS Storage Manager, an optional module for EAS, facilitates the management and movement of files as they age, thereby optimizing storage devices. Ultimately the information can be moved off-line, but still be kept for retention reasons using inexpensive media. EAS Storage Manager allows organizations to continue to access the information as it is migrated to less-expensive near-line and off-line media.
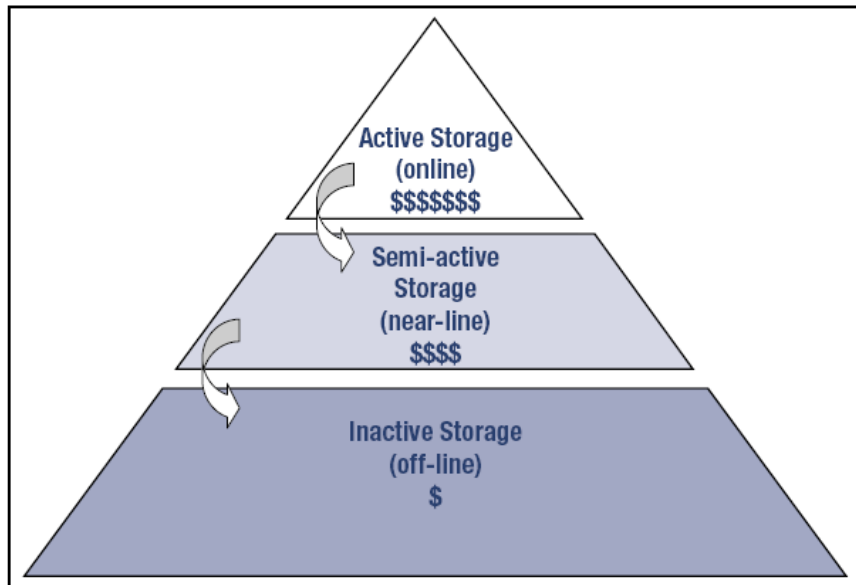
Savings Related to Optimal Archiving Compliance
Many organizations are required to retain and review email from certain employees for a set period of time, or risk steep fines or related penalties. EAS enables proactive monitoring and control of corporate communications – ensuring that these organizations comply with regulations such as those imposed by the SEC and NASD, as well as other regulations like HIPAA and Sarbanes-Oxley. EAS uses two optional add-on compliance modules for this purpose:

- EAS Supervisor – provides search tools to enable compliance officers to locate, track, and manage any potential regulatory violations within hours after a message has been distributed
- EAS Pre-Review – offers real-time control so that compliance officers can proactively ensure that email from certain users is fully compliant with all regulations before it is sent

EAS, in conjunction with the above tools, offers organizations a cost-effective way to comply with various message retention regulations and minimize the risk of being penalized by its regulating authorities for archiving misconduct.

Section 3 – Tying Together Costs and Savings: An Example ROI

Now that we've outlined the key cost drivers an organization will generally incur "Before Archiving Solution" (before EAS) and the savings realized "After Archiving Solution" (after EAS), we will provide an example ROI calculation to tie both components together and put real dollar figures to the savings. The following example analyzes the ROI achieved in a 10,000-mailbox organization running in a Microsoft Exchange environment. The savings listed is an expected case scenario following the deployment of EAS in the enterprise.

Key Assumptions

The example is based on the following assumptions/inputs:

- Number of mailboxes – 10,000
- Number of geographic locations where mail servers exists – 2
- Total storage required before EAS – 3,900 GB
- Total number of mail servers before EAS – 41
- Total number of daily/weekly/monthly backups before EAS – 1/1/0
- Total full-time equivalents (FTEs) required for administration before EAS – ~3
- Average minutes each week that end users spend managing their mailboxes – 5
- Spoliation costs accrued before EAS – none
- Number of EAS licenses sold – 10,000
- No optional add-on EAS modules deployed

Return on Investment Analysis

Using the above assumptions, a 10,000-mailbox organization can expect to achieve a 1,318 percent ROI over a three-year period. This is calculated by comparing the cost savings from deploying EAS (project benefits) to the EAS implementation costs (project costs).

Total Cost Analysis	
Total Expected Costs Over Three-Year Period *Without* EAS	$9,959,169
Total Expected Costs Over Three-Year Period *With* EAS	$3,815,327
Total Savings Over Three-Year Period	**$6,143,842**
Return on Investment	
Expected Startup Investment in EAS (Project Costs)	$466,053
Expected Savings Over Three-Year Period (Project Benefits)	$6,143,842
Return on Investment	**1318%**

Table 1: Three year ROI Analysis

Looking at Figure 3, this example organization at year zero (costs before EAS) averaged an annual expense for managing its email of about $3.3 million. The deployment of EAS in year one cost the organization about $500K, driving up total costs in this period to about $3.8 million. But the organization soon realized the benefits of an optimized archive. In years two and three (costs after EAS), total costs averaged about $1.1 million, yielding significant savings over the annual $3.3 million expenses incurred prior to deployment of EAS.
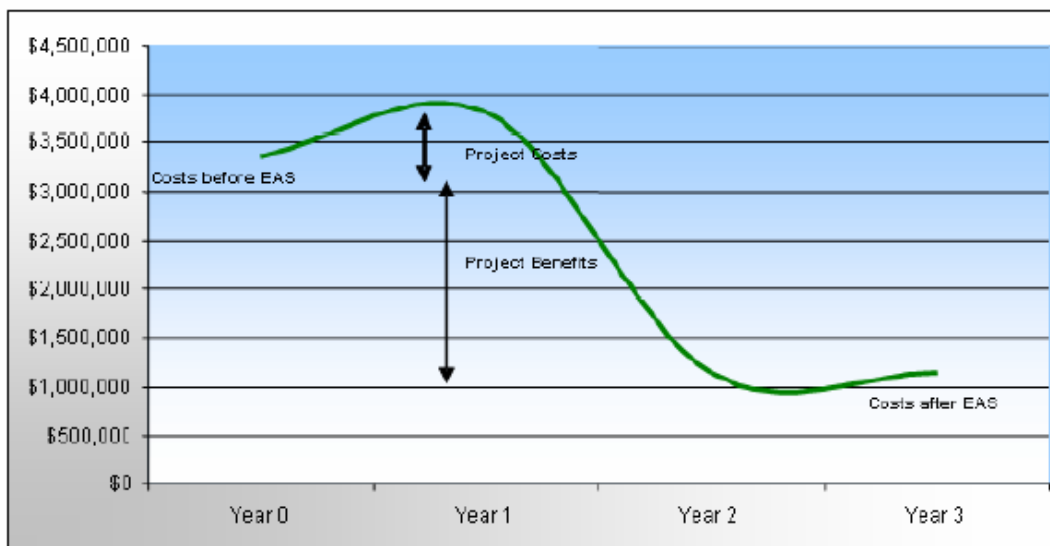

Figure 3: Costs Before and After EAS

The impact on ROI is much more significant over a longer period of time – given the long-term impact of reduced storage requirements, fewer mail servers, lower administration, and enhanced end-user productivity that adds up over time. The following table looks at the cost savings that the organization will experience from deploying EAS over a six-year period, which yields an ROI of 2,734% over that period.

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Totals
Total Costs							
Before EAS Costs	$3,347,056	$3,306,056	$3,306,056	$3,306,056	$3,306,056	$3,306,056	$19,877,337
After-EAS Costs	$1,532,089	$1,141,619	$1,141,619	$1,107,268	$1,107,268	$1,107,268	$7,137,131
Total Savings	$1,814,967	$2,164,437	$2,164,437	$2,198,788	$2,198,788	$2,198,788	$12,740,206

Table 2: Before and After EAS Costs Over Six Years

SAVINGS ANALYSIS BY KEY COST DRIVER

The above ROI results are primarily the result of cost savings achieved by automating and optimizing the email archive. Specifically, this organization was able to reduce costs related to storage, mail servers, backups, administration, and also increase end-user productivity. The expected savings over a three-year period – by each of these key cost drivers – are analyzed in detail below:

Storage Costs
A typical corporate user sends and receives about 19.5MB of data per day[4]. For a company with 10,000 users, this is an average of 195GB per day or 3,900GB per month. Using a retention period of 30 days, the company will spend at least $199,680 to maintain that level of storage capacity at any given time. Further, it can expect to add at least $120,000 in new storage per year.

ZANTAZ EAS has been benchmarked to provide 50-80% cost savings in disk space and backups through compression and de-duplication (SIS). This works out to potential savings between $99,840 and $159,744 in existing storage device optimization.

Mail Servers

According to research conducted by HP, the average Microsoft Exchange server can support 95GB of data, meaning a 10,000-user organization with a storage requirement of 3,900GB will need 41 servers. As the volume and size of email grows (from 19.5MB per user per day today to 36.4MB per user per day in 20084), the organization will need to install an additional eleven servers in year one, ten in year two, and fifteen in year three just to keep up with growing storage requirements. At about $20,000 per server (including hardware, software, and operating system), this yields an expense of $720,000 over the next three years.
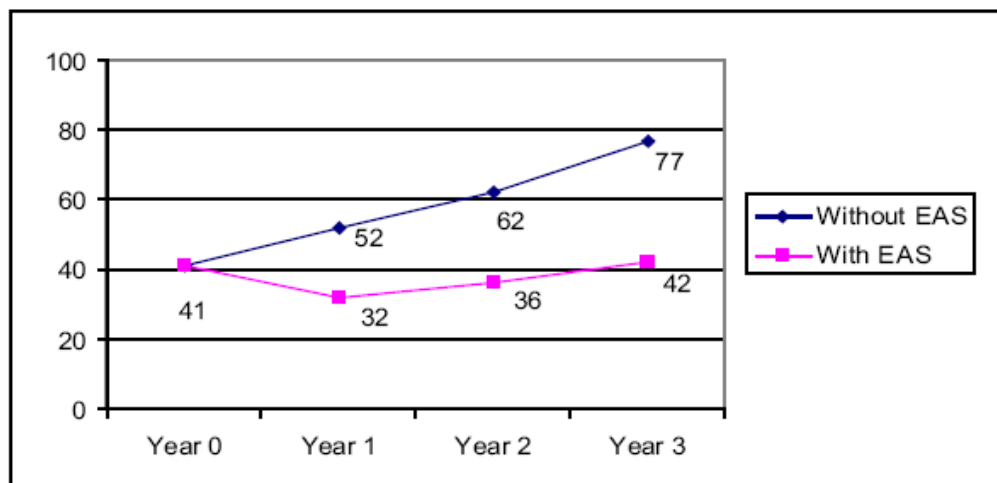

Figure 4: Email Servers with and without EAS

Again, EAS can allow organizations to repurpose at least 1/3 of existing mail servers and to reduce future mail server requirements by 40-60%. As a result, in this case EAS saves the organization in excess of $300,000 in mail server expenses over a three-year period.

Backup Costs

If the organization conducted one daily and one weekly backup, it will result in 12,792 backups annually. At a conservative $2.50 per tape for on-site storage, this works out to $31,980. Implementing EAS reduces the number of backups to 8,571 and the related costs to $21,427, a cost saving of approximately 33%.

Administration Time

For the purposes of this example, we have assumed that implementing EAS saves an organization a conservative 40% in administrator time requirements by automating several routine tasks. (For many organizations that have deployed EAS, this figure is much more than 40 %.) In dollar terms, this works out to savings in excess of $100,000 annually.

End-User Productivity

For this example, we have assumed that employees spend a very conservative 5 minutes per week managing their mailboxes, including creating .PST files and filing important information. For a 10,000-user company, 5 minutes per employee per week equals 43,333 hours of lost productive time per year. At an average salary of $57 per hour, this converts to $2.47 million in total lost productivity. Since EAS can automatically manage tasks like classification and categorization, and because it effectively negates the need to create .PST files, it considerably shrinks this figure by over 70% – saving the organization in excess of $1.7 million in lost end-user productivity per year.

Summary

While email has become an invaluable application in the workplace, its explosive growth is placing corporate email environments under severe pressure and driving hardware and administration costs to all-time highs. The deployment of an email archiving solution like EAS can significantly lower these costs, improve IT processes within the organization, and ultimately deliver a highly attractive ROI. EAS achieves this by:

- Employing enterprise-wide single-instance storage capabilities to lower storage costs by up to 80 percent

- Reducing time-intensive backup activities

- Cutting back on costly mail server purchases and maintenance

- Lowering administration costs associated with email and file archiving by more than 50 percent

- Boosting end-user productivity by eliminating PST headaches and mailbox limits

Instant Infosystems recognizes that every organization is unique, with its own particular challenges. For that reason, EAS is designed to offer the widest possible range of options at every level of the EAS product family. EAS is a trusted, proven solution that allows customers to realize the critical importance of the intellectual data stored in email and file systems.

How to Learn More

We have developed a proprietary ROI model that a sales associate can operate for you to help determine a return on investment that your organization can expect by deploying EAS. Contact Instant InfoSystems and ask to be put in touch with a sales associate for an EAS ROI exercise.

Footnotes

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About ZANTAZ

ZANTAZ, the global leader in Information Retention and Discovery Management solutions, enables organizations to significantly reduce the IT operating costs and risks associated with managing email, IM, files and other electronic records, while complying with legal, regulatory and business policy requirements. ZANTAZ remains an industry thought leader, continuously focusing on the development of cutting-edge technologies and best practices that will help keep customers well ahead of the information risk curve.

With over 1 million licenses sold, ZANTAZ EAS leads the market in customer-installed base, product design, and in product vision. ZANTAZ solutions are used by many industry leaders, including 14 of the top 20 securities firms, 30 of the Fortune 100, and 6 of the top 10 global law firms.

About Instant InfoSystems

Instant InfoSystems combines expertise with absolute customer commitment to deliver enterprise content management solutions including document delivery, workflow, archiving and records management solutions that comply with complex information management regulations. Designed to meet customers' unique business challenges, Instant InfoSystems' comprehensive solutions are based on best-of-breed technology supported by award-winning service, training and support.

Instant InfoSystems has been the choice of top decision-makers at Fortune 1000 companies as well as mid-size enterprises. Our customer base spans across industry verticals including finance, legal, healthcare, manufacturing, technology and business services. Founded in 1993, Instant InfoSystems is headquartered in Los Angeles, with additional offices in San Francisco, Chicago, Dallas, Phoenix and Orange County, CA. Instant InfoSystems maintains strategic relationships with leading technology providers, including Captaris, Brooktrout Technology, SNAPS and ZANTAZ. For more information, visit www.instantinfo.com.

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