

Cloud-based email archiving supports compliance and mitigates risk

Kingston Smith LLP case study

Kingston Smith LLP is a top 20 UK accountancy firm. Email is a critical application for its 60 partners and 500 employees, who require continuous email availability for internal and external correspondence.

The business has expanded significantly in the past few years through a mixture of organic growth and a series of mergers and acquisitions, which involved incorporating new users into the firm’s business environment.

Context

Kingston Smith LLP wanted to replace its in-house email security solution with a robust cloud-based service with built in disaster recovery features. As a top accountancy firm, head of IT Andrew Guy, needed a complete, secure archive to ensure business continuity and enforce compliance regulations defined in their HR policy.

Challenge

In the interest of compliance, Kingston Smith LLP has a strict email policy and Outlook mailboxes are limited to 100MB. Although there was no separate email archive or internal journaling, users are required to file all messages in the firm’s document management system. “Although we have strict rules around saving and filing emails, we wanted a complete, discoverable 10-year email archive. We wanted to be certain that we could comply with discovery requirements and provide certifiable records in a legal case, even if people neglected to adhere to our policies. We wanted to be certain that no critical correspondence was lost when people left the firm. So we looked for a secure archive that included internal journaling” says Guy.

Disaster recovery was another important consideration “Although we have a disaster recovery site, in the case of our Exchange server failing, we have to ensure that everything is in sync and there is no service disruption.”

Guy was also looking for spam and virus protection. Some spam was getting through the in-house filters. In light of all these considerations Guy decided to replace Kingston Smith’s in-house system with a Software-as-a Service (SaaS) solution. He explains the rationale behind this decision. “We wanted a fully managed service that offered business continuity. We also wanted spam and viruses stopped before they reached our systems, thereby freeing up bandwidth and ensuring we didn’t have to suffer a virus on the network again. A complete online archive solution would also address our storage and compliance issues.”



At a glance

Company

- Kingston Smith
(www.kingstonsmith.co.uk)
- Industry: Accountancy
- Number of Email Users: 500

Objectives

- Enforce compliance regulations defined in HR policy
- Minimize email service disruption if Exchange server fails
- Secure and resilient email archive – with users able to retrieve their own email

Results

- Secure 10 year archive in the cloud with full audit trail
- Seamless disaster recovery and business continuity during planned and unplanned downtime
- Reduction in spam and viruses blocked - reducing email traffic, freeing up bandwidth and storage space
- IT team free from the pressures of routine email maintenance

Solution

Mimecast's always-on, secure cloud-based email management service provides Kingston Smith LLP with the disaster recovery and business continuity functionality it required. All emails are automatically archived and immediately accessible via a familiar web interface, guaranteeing email continuity during planned and unplanned server downtime.

Importantly, Mimecast has addressed the risk element associated with Kingston Smith's email retention policy as the archive includes internal journaling. "By archiving every single internal and external email, there is no longer any risk of losing email," says Guy. "Everything is discoverable and can stand up in court as there is a full, tamper proof audit trail." Furthermore, Mimecast completely removes the risks associated with user behaviour. "Previously, users could simply delete an email instead of filing it. Although we backed up to tape every night, we could not completely guarantee that an email had never existed. Retrieving email was also a time consuming and costly burden and we were often unsuccessful in recovering lost email before Mimecast."

Mimecast's comprehensive email management service has also relieved Guy and his team of the inconvenience of maintaining the internal email systems. "Mimecast saves us five days a month filtering emails from quarantined areas and carrying out other routine maintenance. In a small IT team this means we can concentrate on other important projects." It isn't just the IT team that benefits too. "People know there's a safety net. Since switching to Mimecast, we haven't had any false positives, where genuine emails are wrongly identified as spam.

Benefits

Mimecast provides Kingston Smith LLP with a secure, complete ten-year archive in the cloud that enforces compliance demands and mitigates risk. Automatic email archiving provides a disaster recovery and business continuity solution in the event of a planned or unplanned server outage.

Mimecast eliminates 100% of known viruses and provides comprehensive protection against spam emails and other external threats before they reach Kingston Smith's system, freeing up IT resources. The searchable archive and its straightforward user interface means that lost or deleted emails can always be identified and restored within seconds.

According to Guy, "Mimecast benefits the business as a whole because it gives us a safety net. People adhere to our internal policies knowing that all our emails are archived and retrievable. Mimecast is well recognised in the industry and there is no comparable out-of-the-box solution for a company of our size."

About Mimecast

Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity and archiving. This suite of services provides total end-to-end control of business email, while minimizing risk and reducing both cost and complexity. Founded in 2003, Mimecast serves thousands of customers worldwide and has offices in Europe, North America and Africa.

> **"Mimecast saves us five days a month filtering emails from quarantined areas and carrying out other routine maintenance. Mimecast is well recognised in the industry and there is no comparable out-of-the-box solution for a company of our size."**

Andy Guy
Head of IT
Kingston Smith LLP

