

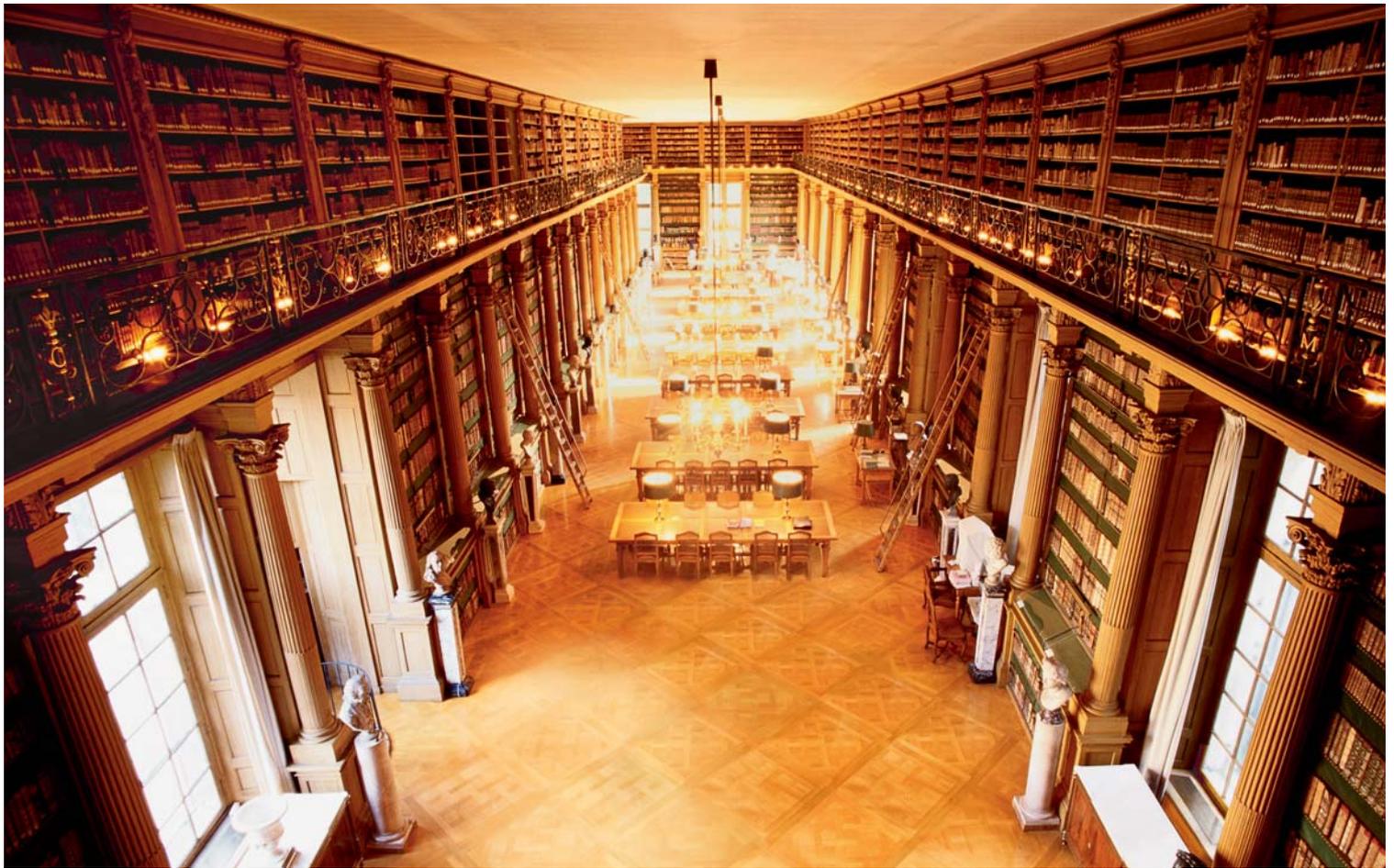
## HP RISS supports corporate governance at CODA



“RISS was the only solution that supported our corporate governance strategy. We can prove the origin of our business information and we can demonstrate that it hasn't been altered in any way.”

Richard Hall, group IT manager, CODA





Organisations of all sizes are becoming increasingly concerned with corporate governance. For some, the central issue is how to achieve compliance with regulatory requirements. Others, however, take a broader view. CODA, a leading provider of financial accounting software, is one of these. Founded in the UK in 1979, the CODA Group now employs more than 550 people around the world. Its customers include 2,500 medium-sized and large businesses, representing all industry sectors.

“As a UK plc, we are subject to mounting regulation. We sell products that address compliance issues, so we feel that it is important to practise what we preach,” explained Richard Hall, group IT manager. “We are also aware that without the systems and processes in place to manage business information properly, we will struggle to meet the high standards that stakeholders expect.”

Much of the information CODA needs to manage takes the form of email communications, which may contain sensitive information relating to customer contracts and software licensing. Until recently, emails were often stored in distributed, insecure personal folders. There was no way of preventing them from being tampered with or modified. This approach did not support the high standards of governance that CODA wished to adopt. It also led to practical problems.

“Growing volumes of email were stretching our computer systems to the limit, with the result that it was

becoming increasingly costly to manage storage, backup and disaster recovery,” said Hall. “Information retrieval was also a problem: it was taking more and more time to search through past emails to recover a particular business-critical communication.”

#### **A new kind of solution**

Initially, CODA believed that its difficulties could be solved by implementing a simple email archiving solution. However, it soon became apparent that its requirements were rather more complex. CODA was also disappointed to realise that many so-called compliance solutions were nothing of the sort.

“We looked at several vendors who claimed to provide compliance solutions. We started to realise that these piecemeal solutions didn’t really offer the complete solution we were looking for. Being able to store information in a secure, non-tamperable manner was key to implementing a compliance solution we felt happy with,” said Hall.

Then CODA discovered the HP StorageWorks Reference Information Storage System (RISS), an integrated solution for storing emails and other documents. With features such as write-once read-many (WORM) storage and electronic fingerprinting, RISS was ideal for CODA’s needs because it was designed specifically to support compliance with regulations governing data management. Furthermore, as an active-archiving platform, it was capable of transforming unstructured data into accessible, exploitable information.

### Strategy support

"RISS was the only solution that supported our corporate governance strategy. As such, the decision to purchase it was essentially driven by the board," commented Hall.

To plan how to make best use of RISS to meet its business needs, CODA enlisted the assistance of Panacea Services, a specialist in policy-based archiving and storage solutions. HP then assumed responsibility for the implementation.

Over a period of three months, CODA's store of emails and attachments was migrated to the HP RISS platform, which currently provides 2TB of storage capacity. RISS saves and retains these communications for a specified length of time before automatically destroying them.

### Higher standards

The RISS solution formed the basis for a complete overhaul of CODA's IT compliance strategy, aimed at achieving higher standards of self-governance. CODA has now achieved compliance with various regulations and guidelines, including the Data Protection Act, while the risks associated with storing information in personal folders have been eliminated.

"With RISS, we can prove the origin of our business information and we can demonstrate that it hasn't been

altered in any way. This would be of central importance should we ever have to defend our archiving practices in court," said Hall.

According to Hall, the new system is extremely easy to use, with a highly intuitive search function. In combination with sophisticated indexing capabilities, this means that users can locate emails using multiple criteria within seconds rather than the hours it would take to search a back-up tape. Training requirements are minimal.

"The ability to search through information and retrieve it quickly is key for an organisation such as CODA. With HP RISS, the corporate knowledge associated with several years' worth of emails and other digitised documents is now accessible," said Hall.

CODA believes that its store of archived emails can be exploited for business advantage. There are other benefits, too, including a reduction in the time and resources required to manage backup operations and offline maintenance. In fact, Hall estimates that CODA will recover its investment in the HP solution within two years through efficiency savings. Looking ahead, CODA plans to use the solution to archive other documents previously stored in paper form.



## Challenge

- CODA wanted to implement high standards of corporate governance.
- Central to its strategy was the secure storage of email communications in a format that did not allow tampering or modification.
- The ability to retrieve business-critical information quickly was also an important aim.

## Solution

- CODA decided to implement the HP StorageWorks Reference Information Storage System (RISS).
- Panacea Services helped to design an RISS-based solution that met CODA's business requirements.
- HP assumed responsibility for the implementation, with HP and Panacea jointly responsible for ongoing support.

## Results

- CODA has achieved compliance with regulations and recommendations for data management.
- Risks associated with storing sensitive business information in decentralised personal folders have been eliminated.
- Sophisticated indexing capabilities combined with an intuitive search function enable information to be located rapidly.
- Efficiency savings will enable the initial investment to be recovered within two years.

### Customer at a glance

- **Industry sector:** IT
- **Company:** CODA
- **Headquarters:** Harrogate, UK
- **Founded:** 1979
- **Telephone:** +44 (0)1423 509999
- **Number of employees:** 550
- **URL:** [www.coda.com](http://www.coda.com)

### Partner at a glance

- **Company:** Panacea Services Limited
- **Headquarters:** London, UK
- **Telephone:** +44 (0)20 7375 3757
- **URL:** [www.panacea-services.co.uk](http://www.panacea-services.co.uk)
- **Business:** IT solutions provider
- **Products:** Solutions for information lifecycle management, storage integration, networking and security; user support; supply and management of hardware and software; IT consultancy.

### Why HP?

- RISS was the only product to support CODA's governance strategy.
- Support for compliance with regulations governing data management and storage.
- Ability to convert unstructured data into accessible, exploitable information.

### Software

- HP StorageWorks Reference Information Storage System (RISS)

### HP Services

- Implementation services
- Customer support

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit [www.hp.com](http://www.hp.com).

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Publication Number: 4AA0-1451EEE Written: July 2005

