

Case Study:

Swissport saves time and money thanks to Managed Email Archiving Service from Arcplace

Founded in 1996, Swissport International is the world's largest airport and aviation service provider, serving 176 airports in 38 countries.



swissport 

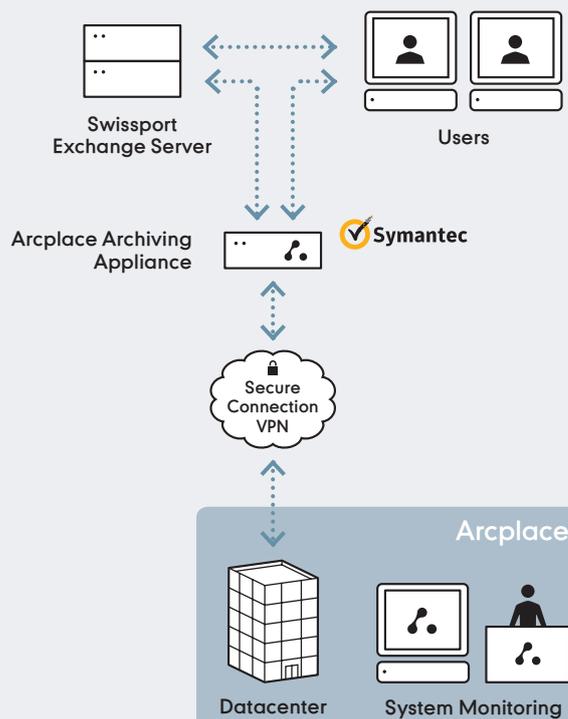
The company employs over 32,000 people and achieved revenues of approximately 1.1 billion euros in 2009. Swissport specialises in ground handling services for passengers and luggage, cabin cleaning, maintenance and fuelling of aircraft, air cargo and many other services in and around the airport.

Previously at Swissport, all business-related emails were printed out and archived in folders in accordance with legal requirements. However, the number of relevant emails has grown dramatically in recent years. Furthermore, the selection of which documents to archive was previously the responsibility of the individual employees, and was therefore not standardised and difficult to monitor. Due to this situation and because of the rising number of compliance directives, Swissport needed an efficient and highly secure solution for email archiving. The first step towards this was to draw up a strategic paper for an international email archiving policy and to establish which emails were to be archived, when and for how long. A priority of the policy was to provide a solution for the specific national legal aspects of data protection and retention obligations. The next step was to select and implement a Managed Email Archiving solution.

In the tender for the project, Arcplace won against four competitors. According to Swissport, the reasons for this were that Arcplace was able to boast vast experience from large international projects, a highly efficient solution and a professional service team. Moreover, the company offered an excellent price-performance ratio.

Bruno Riesen, Vice President IT & CIO at Swissport, is very pleased with the decision: "It was high time for us to introduce this solution. It meets all our requirements and is revision-proof, very user-friendly, highly scalable and extremely efficient. What's more, it is cost-effective. Arcplace is the ideal partner for this task. We were highly impressed with Arcplace's professionalism and efficiency, as well as their service." Following the decision to purchase, the service was installed and launched extremely quickly. The intuitive operation of the solution means that no specific training is required.

Solution Overview



Swissport did not have to make any additional investments in hardware and software in order to use the new solution. Arcplace provides full support for the completely customised and modern archiving solution at the Swissport datacenter in Zurich. The 3,000 or more email accounts currently hosted by the datacenter for Europe are archived using the efficient, user-friendly and revision-proof Enterprise Vault application from Arcplace's partner Symantec.

The system operates imperceptibly and allows employees to retain their existing folder structures and working methods. Thanks to the automatic archiving of old data and new search and retrieval functions, finding and using information quickly and satisfying compliance requirements is easy and hassle-free. By reducing the data volumes, the time to backup is reduced and the performance of the email system is improved. Step by step, in compliance with the data protection regulations of each country, all national branches of Swissport will be connected to the new solution. The plan is to have the whole international network using the Managed Email Archiving Service from Arcplace. At a later stage, the archiving of emails is to be complemented with the archiving of files.

Robbert Spierings, Managing Director at Arcplace AG, is also very happy with the project: "The challenge was to strike a compromise between what the legal experts considered necessary for observing the email directives of the various countries involved and what the business needs. This process of converting a strategic paper into a practical solution was not always straightforward. But that's exactly what made this international project so exciting and achieving our objective so gratifying. The cooperation with the Swissport International team was also very enjoyable, professional and target-oriented."

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