

News Release

Swissport uses Arcplace Managed Email Archiving Service

The airline service provider is saving time and money using a compliant Email archiving solution from Arcplace

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Arcplace AG, a Swiss provider of scanning, digital archiving and backup solutions, is supporting Swissport International AG, a global leader in ground services and air cargo, with a managed Email archiving solution. Because of the explosive growth of corporate Emails and the rising number of both national and international compliance directives, Swissport needed an efficient, flexible and highly secure solution for Email archiving, which would satisfy the increasingly stringent requirements. Using the Symantec Enterprise Vault based Managed Email Archiving Service from Arcplace, the currently more than 3,000 Email accounts hosted at the Swissport data centre for Europe are archived in Switzerland. The Email archiving solution is fully managed by experts from Arcplace AG, which means that Swissport can forego the additional investments in hardware and software. Thanks to the automatic archiving of older Emails and new search and retrieval functionality, finding and using the information quickly is easy and hassle-free. The system will undergo a step-by-step international expansion.

Founded in 1996, Swissport International AG is the leading global airport and aviation service provider, serving 179 airports in 38 countries. The company employs over 32,000 people and achieved revenues of approx. €1.1 billion 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, business-relevant e-mails were printed and archived in folders by the company for the statutory period of at least 10 years. However, choosing the type and frequency of archiving, and selecting which Emails to store, were often the responsibility of individual employees. Therefore, processes were not standardised and were usually difficult to control. Thanks to the completely customised and modern archiving solution from Arcplace, things have changed radically. The solution operates almost imperceptibly, offers employees almost unlimited freedom while making working much easier – particularly when performing searches and satisfying compliance requirements. By reducing the data volume and optimising system performance, the non-volatile WORM memory can be used optimally and storage space is saved.

In a tender for the project, Arcplace asserted itself against four competitors, since it could boast vast experience from large international projects and a highly efficient solution, as well as a professional service team. Moreover, the company offered an excellent price-performance ratio. Swissport's first task for the Swiss experts was to draw up a strategic paper for an international Email archiving policy and to establish what was to be archived, when and for how long. A priority of the policy was to provide for the specific national legal aspects of data protection and retention obligations.

The Managed Email Archiving service was deployed in the second phase. The service is operated and monitored by experts from Arcplace AG. A few words from Bruno Riesen, Vice President IT & CIO at Swissport: "It was high time for us to introduce this solution. It meets all our requirements and is compliant, very user-friendly, highly scaleable and extremely efficient. What's more, it is cost-effective!"

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Arcplace is the ideal partner for this task. We were highly impressed with Arcplace's professionalism and efficiency, as well as their service. Instead of having to impose constraints, we are now able to maximise the use of Emails as a means of communication."

Little by little, 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 solution 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 very happy with the progress of the project: "The challenges of this project were, on the one hand, the technical implementation and, on the other hand, the need to consider and apply the Email directives of the various countries involved. We had to strike a compromise between what the legal experts considered necessary and what the business needs. A process such as this, to convert a theoretical strategy into a practical solution, is not always easy, but that's exactly what made this international project so exciting and achieving it so gratifying. Besides, working with the Swissport International team was uncommonly constructive and the atmosphere was very agreeable."

About Arcplace

Arcplace AG is a Swiss provider of Scanning, digital Archiving and Backup solutions for the enterprise market. By combining state-of-the-art technology with innovative delivery models, such as Online, Cloud and Managed Services, Arcplace is able to offer companies of all sizes high-end solutions at attractive conditions. Arcplace's goal is to build solutions that improve efficiency, minimize risks and reduce overall IT costs. Alongside its solutions, Arcplace offers specialized consulting services to help organizations in all the phases of a project.

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