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## HW Wood

*Risk management specialist ensures business recovery potential and full compliance with latest regulatory framework*

HW Wood Limited is based in the heart of London's financial center. The company's business is insurance and risk management, with a full range of insurance services available to commercial organisations. It is a big business, dependent on records and process.

### THE SITUATION

The City of London has suffered several terrorist attacks in recent years and everyone who conducts their business in the City knows that they are vulnerable, simply because it has to be open to the thousands of people who work there. Archiving systems are critical to a potential business recovery, and, as Eva Humphrey, Divisional Director of IT, HW Wood Limited points out, just next door is the Swiss Re Tower, a building which could become a prime terrorist target.

HW Wood is Lloyds Brokers and, as such, is regulated by the Financial Services Authority, the body which ensures that standards of probity are enforced throughout the financial community in Britain. Their detailed record-keeping requirements are part of the comprehensive regulatory framework that the FSA has put in place.

Until the new archiving service from MessageLabs was put in place, the company relied on individual account managers to maintain their own email archive. Emails were kept, but they weren't always comprehensive. They weren't always backed-up properly and they were stored according to individually-developed systems. HW Wood turned to MessageLabs archiving service, to resolve both the compliance and business recovery issues.

### THE SOLUTION

HW Wood started using the MessageLabs Archiving Service in June 2006. Previously, the company had been a MessageLabs client for over five years, having already deployed email and web security services. The deployment of the MessageLabs Archiving Service was simply a natural extension of an existing business relationship.

An initial evaluation of what products might be available led HW Wood to single out MessageLabs as a potential supplier, and the strength of the existing relationship helped to speed the installation.

"MessageLabs was an early front-runner for our business," explained Eva Humphrey.

"Alternatives just didn't come up with the goods in terms of either flexibility or matching our business continuity requirements. Storing on local servers was a typical restriction which we couldn't work around with other systems."

The service itself had qualities which were important. A fundamental feature of the service that was important to HW Wood was the ability to search and retrieve any email transaction thread. This made HW Wood confident that they can meet the compliance requirements of the FSA now and into the future.

"Due to inevitable fact that the FSA compliance requirements for electronic communication will become more stringent in future, it was vital that the service could quickly and easily find any email communication," Humphrey added.

In addition, HW Wood was reassured by the dual offsite storage locations and full redundancy of the service. Going forward, HW Wood knows that their data will always be accessible, even if in extreme cases something were to happen to the primary data center hosted by MessageLabs.

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As with any new system, there were a couple of initial problems, but these were resolved quickly and the whole system was in full implementation and archiving within three weeks

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#### **THE BENEFITS**

Benefits were immediate, resulting in time and cost savings. Management was completely confident that all email was safely and securely stored and could be searched and retrieved whenever required.

**Compliance** – compliance remains of fundamental importance and the company’s processes are now well ahead of what is mandatory and HW Wood feels comfortable being able to meet future compliance requirements.

**Transparency** – access privileges now mean that mailboxes are no longer locked up when staff have to be away on business or are sick. New processes have been introduced to ensure that in the event of absences from the office, continuity can be maintained with clients and underwriters.

**Supervision** – staff can be supervised more effectively yet in a more hands-off manner, now that emails in the archive can be readily reviewed at any time to go over a specific issue relating to a client or to check on possible misuse.

**Empowered staff** – users are able to work efficiently with access to their own archives and can find emails and attachments without having to ask for assistance. Crucially, many staff members have found it easy to locate and follow communication threads with clients and other staff, giving them very powerful information management.

**Email Backup and Recovery Management** – with emails now stored by MessageLabs, the time consuming tasks of email back up and restore have gone away completely. Additionally, the risk that some crucial emails may have not found their way into the back up process has gone too.

“We knew that working with MessageLabs would prove far less stressful than working with other suppliers,” Humphrey added. “They do have a lot of expertise in making outsourcing work.”

## Solution at a Glance

### Business Drivers

- Providing a robust business continuity solution for email
- Meeting compliance regulations and tests
- Transparency of communications for everyone who is party to a transaction

### Technology Challenges

- Inability to easily and rapidly find specific emails
- Limited time and IT resources for growing email backup process
- Requirement for offsite storage of email archives

### Solution

- MessageLabs Archiving Service

### Size of Organization

- Number of employees: 75

### Business Value and Technical Benefits

- Quick and easy deployment as a managed service
- Predictable cost structure
- No capital expenditure for hardware or software
- Service compliments existing infrastructure