

Honda Taiwan Taps Openfind for the Email Archiving Solution

In order to gain market share in the increasingly competitive environment, major car makers in Taiwan have been deploying state-of-the-art digital technologies to design intelligent models to meet the unique requirements of local consumers. Nevertheless, they still have a long way to go when it comes to the establishment of the internal IT infrastructure.

Background

Honda Strives to Provide High Quality Cars to Customers

The world famous car maker, Honda Motor Co., Ltd., was found in Japan in 1948 and started operations by manufacturing auxiliary engine-equipped bicycles. Honda Taiwan Co., Ltd., its 100% owned local subsidiary, was launched in 2002 to provide high-quality Honda cars to better satisfy local consumer demands in Taiwan. Popular models like Honda CR-V and ACCORD were introduced and well received by the market.

The IT Department of Honda Taiwan faced challenges concerning how to maintain a healthy IT environment while meeting the needs of internal users to cope with the rapid email growth. With the aggressive expansion of operations, employees across the board were required to communicate by email more efficiently and effectively. Due to the overall lack of IT resources, issues such as efficiency, productivity, and total cost of ownership emerged.

After evaluating various solution providers, Honda Taiwan decided to deploy Openfind Mail2000 Messaging System. Mail2000 was so easy and intuitive to use that it received a lot of positive feedback from Honda Taiwan users. The customer satisfaction and confidence levels were so significantly high that Honda Taiwan eventually decided to implement the MailBase Mail Archive and Management System, which happens to be part of the integrated Openfind Secure Messaging Solutions.

Situation

Difficulties in Managing Explosive Growth of Corporate Email

"During the early stage of Honda Taiwan, the priority was to produce cars as quickly as possible in order to gain the time-to-market advantage. Most of the IT infrastructures and equipments were geared to meet the minimum requirements only," said C. C. Huang, Manager of the IT Department of Honda Taiwan.



At the beginning, Honda Taiwan implemented a hosted webmail system provided by its ISP. As the number of employees grew dramatically, Honda Taiwan switched to another email hosting services provider, hoping to resolve user complaints and control the total cost more efficiently. The results were improved but the bandwidth still remained as a serious problem. To enhance system stability and justify bandwidth consumption, Honda Taiwan made the critical decision to deploy the Mail2000 mail server in the second half of 2003.

After Mail2000 was deployed, some managers encountered local mailbox corruption problems. Honda Taiwan did not have any email archiving mechanism at that time; therefore, emails would be simply deleted from the email server once they were downloaded to local computers. "To reduce cost and risk of data lose, we were seriously and carefully considering to implement a rock-solid, back-end email archiving system," said C. C. Huang.

Customer Profile



HONDA

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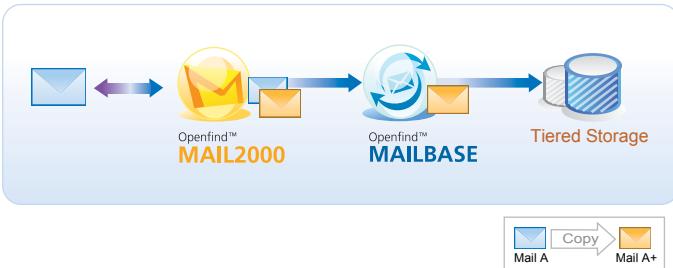
Introduction: Since the official establishment in 2002, Honda Taiwan Co., Ltd., has remained on the leading edge by creating new value by providing products of the highest quality to ensure the best customer satisfaction.

Solution

A Highly Reliable Email Archiving Solution at a Reasonable Cost

Honda Taiwan leveraged the convenient web-based email services of Mail2000. With a steady increase in the number of emails and user accounts, the IT Department at Honda Taiwan came to realize the importance of a secure messaging system and the necessity of an email archiving mechanism. In order to manage messaging risks appropriately, Honda Taiwan incorporated both Openfind Mail2000 Messaging System and MailBase Mail Archive and Management System to properly safeguard and reserve corporate messaging assets.

▼ Honda Taiwan Email Archiving Flowchart



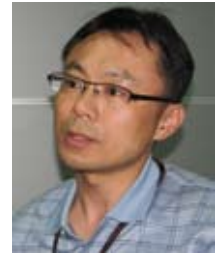
In terms of Information Lifecycle Management (ILM), Honda Taiwan had planned to keep emails online for three months before having to archive them to the near-line storage. When emails were archived for over a year, they could be deleted or moved offline after evaluation. To guarantee secure archiving and scalable storage for MailBase, Honda Taiwan also deployed a disk array storage system which supported functions like RAID and SCSI Controllers.

Honda Taiwan was also concerned with maintenance and trouble-shooting services. Once implemented, the solution had to be able to archive emails as well as facilitate corporate auditing. In case of any data leakage, Honda Taiwan would be empowered to search, audit, and verify whether the leakage could result from manipulated emails or might be caused by careless use of personal email. The integrity and transparency of the auditing process had to be ensured.

Benefits

Meet Compliance Requirements through Robust Auditing Rights Management

C. C. Huang depicted that Honda Taiwan had approximately 1,000 email accounts locally and the bandwidth consumption was around 3 Gigabytes. Mail2000 delivered the superior performance and proved to be reliable after it had successfully run and kept logs for over 400 days. Auditing and email recovery had become very convenient with the assistance of the archiving functionality from MailBase.



C. C. Huang from Honda Taiwan said that Openfind provides excellent professional email services and is a truly trustworthy partner.

Email regulatory compliance had been widely discussed around the world. MailBase was compliant to related regulations regarding email archiving as it was capable of preserving the look and integrity of the original emails. C. C. Huang believed that with all the well-equipped protection, perhaps the biggest loophole in messaging security was people. The built-in privilege management offered by MailBase greatly improved the security hierarchy management. To avoid integrity and confidentiality being compromised, MailBase could record all the system logs for auditing and e-discovery. By implementing the Random Number Generator Process, Honda Taiwan was able to secure a set of a master security code in a well-protected location and only this set of code was allowed to modify or delete any historical data.

The overall planning of messaging security became complete after introducing both Mail2000 and MailBase. Honda Taiwan users and IT staffs greatly appreciated what the Openfind solution had been able to offer over the past few years. C. C. Huang smiled and said "Openfind provides excellent professional email services and is a truly trustworthy partner."

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