

# Case Study

## PST File Discovery & Migration



### The Client

A major, international credit insurance group

- 6,500+ employees
- 20+ countries

### Business Results

- Greater Compliance
- Lower Costs
- Centralised storage
- Faster, more complete responses to Subject Access Requests (SARs)

### TrueSwift

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Large volumes of invisible data throughout any IT infrastructure creates a storage headache as it becomes harder, more time consuming and expensive to maintain and manage. Managing the issue can incur great cost.

Further, the risks of non-compliance with corporate and regulatory procedures are enormous. There are heavy fines for personal data breaches (e.g. theft, loss, destruction, adulteration) regarding personally identifiable information (PII) data.

### The Challenge

As part of a global, cloud data migration project, the business wanted to reduce management costs and corporate risk by regaining control of critical business data being held by individuals locally on their laptops, workstations and file servers in personal archive files (PSTs).

A high chance of PII data in unknown PST files creates security and privacy challenges, especially when specific and stringent safeguards for it are spelled out in regulations such as the General Data Protection Regulation (GDPR) which impacts any company, worldwide, that processes or stores personal data of EU residents.

Whilst the client believed that individual users had created PST files, they had no definitive way of understanding the extent of PST file usage, how much and what corporate data was 'hidden' in these files.

### The Solution

Historical email data was identified and securely migrated into a central repository. PST usage across the global enterprise was discovered and reported. Content that had to be retained was identified and securely migrated into a new, central repository. Critically, all content in the repositories could be accessed by individual end users and Compliance teams alike.

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### The Solution - 3 Stage Plan

With a combination of expert services and tools created specifically to solve this issue, TrueSwift designed and implemented their proven PST solution comprising 3 key phases:



#### **Locate**

Locations including laptops, workstations, and file servers were scoured.



#### **Control**

A centralised database gathered all the relevant information on the discovered PST files from which reports were produced for the client. The reports were critical in facilitating key business decisions regarding the contents of each PST file.



#### **Migrate**

PST files identified as having critical business email content were securely and efficiently migrated to Microsoft 365.

Throughout the migration process, regular progress reports identified any errors and failures that needed to be investigated.

### The Results & Benefits

The discovery and migration of PST files has enabled our client to:

- Take central control of previously hidden email data
- Reduce storage, management, and data backup costs
- Minimise the impact on IT departments across the globe
- Increase compliance with GDPR and other regulatory procedures
- Achieve faster and more comprehensive responses to Subject Access Requests (SARs) across all email content

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### About TrueSwift

TrueSwift is an independent specialist offering data archiving, archived data migrations, PST management, eDisclosure and GDPR services & solutions. Organisations of all sizes rely on TrueSwift's technical expertise and experience for the delivery of complex data management solutions that reduce their management and support costs while mitigating their risks of non-compliance with corporate and regulatory procedures.

Since 1997, data archive solutions have been designed, implemented, managed and migrated for over 500 organisations worldwide, ranging from SMEs to FTSE 100 companies.