



CASE STUDY

GLOBAL RELAY TRANSITIONS MAJOR BANK FROM ORCHESTRIA TO THE CLOUD

A North American-based global bank (the “Bank”) operating in numerous countries had been using CA Data Protection/Orchestra (“Orchestra”) to monitor and supervise the electronic communications of its 10,000+ users, with data storage done using the Bank’s on-premise system. The Bank required a comprehensive solution to meet the security, privacy, and compliance requirements of the SEC, FINRA, FSA, MAS, and MiFID. However, with maintenance costs rising exponentially year over year, continuing with its existing platform soon proved to be extremely expensive, cumbersome, and impractical for the Bank.

After extensive due diligence, the Bank engaged Global Relay for its integrated Archiving, Supervision, eDiscovery, Legal Hold, and Analytics requirements. The following table gives an overview of the Bank’s main challenges using Orchestra – along with the solutions provided by its adoption of Global Relay services – in terms of (i) costs, (ii) policy creation, (iii) message type support, and (iv) user experience.

	CHALLENGES	SOLUTIONS
COSTS	<p>Operating and maintaining the Bank’s 21 servers, which was essential to support the Orchestra onsite deployment, required huge capital costs and enormous investment in real estate.</p> <p>Significant human capital was also needed to manage the physical environment and multiple data repositories. Software licensing and support costs were prohibitive, and new releases were infrequent and costly to deploy.</p>	<p>Global Relay’s cloud archiving solution completely eliminated the burden of maintaining a complex infrastructure, allowing the Bank to use valuable space for other purposes, in addition to enabling its IT and engineering personnel to focus on their core duties – not on managing data repositories.</p> <p>Equally important, as Global Relay’s subscription service charges a fixed fee based on number of active users per month, the Bank is now able to budget for its cloud service requirements more efficiently.</p> <p>And with Global Relay offering “pay as you grow” flexibility and convenience, the Bank can easily scale its subscription and add the necessary users and services as its requirements grow.</p>
POLICY CREATION	<p>Policy creation requires the specialized skills of dedicated resources and/or of experts contracted through pricey statements of work.</p> <p>As the cost of modifying existing policies began weighing heavily on compliance budgets, the Bank’s management became increasingly reluctant to implement new changes.</p> <p>This resulted in outdated and ineffective policies, which returned high false positive rates.</p> <p>The Bank repeatedly disabled ineffective policies, while struggling through system configurations to meet new compliance requirements.</p>	<p>Global Relay’s Policy Catalog consists of pre-built policies based on industry requirements. It can be enforced on all communications, across a broad range of data types.</p> <p>By adopting the Policy Catalog, the Bank ended its dependence on expensive policy consultants, all while ensuring it complies with internal rules and regulatory requirements, minimizes its legal risks, and protects its corporate reputation.</p> <p>With the help of Global Relay’s training and support teams, the Bank quickly obtained the skills necessary to manage their environment.</p> <p>Working with Global Relay’s policy experts, the Bank realized an opportunity to refresh its supervision strategy, enabling it to modify existing policies and configure new ones based on its business line, size, and risks.</p> <p>Bank personnel now perform ongoing policy refinement and analysis on-demand via Global Relay’s administrative portal.</p>

<p>MESSAGE TYPE SUPPORT</p>	<p>The Bank exhausted its technical and financial resources trying to maintain multiple third-party converters that are essential for data ingestion.</p> <p>Without message converters, most messages would be shoehorned into an email format, preventing search by data type and making the original messages difficult to read.</p> <p>Having used up much of its resources, the Bank had difficulty adding new data types to the Orchestra platform. As a result, monitoring and supervision could only be performed on select data types, not on every type of electronic communication the Bank’s employees were using.</p>	<p>Leveraging Global Relay’s SaaS solution has allowed the Bank to free itself from various resource demands.</p> <p>Global Relay Archive captures, stores, and preserves over 45 data types in a private, secure, and tamperproof cloud repository – retaining their native formats, original structure, and metadata in compliance with regulatory rules.</p> <p>Global Relay Archive’s support for a broad range of data types means all of the Bank’s electronic communications are successfully being captured and preserved for compliance recordkeeping and supervision.</p> <p>Global Relay constantly adds new message converters, ensuring it can support the latest data types the Bank’s employees may choose to use.</p>
<p>USER EXPERIENCE</p>	<p>As global regulatory requirements grew in number and complexity, and as operational and maintenance costs continued to rise, the performance and dependability of the Bank’s aging hardware deteriorated, impacting user experience.</p> <p>Consequently, reviewer access was limited to rigid workflows of triggered content, preventing detailed and exhaustive investigations. Real-time investigations resulted in significant resource demands from multiple teams.</p>	<p>Global Relay’s platform provides the Bank with faster response times than Orchestra. In addition, Global Relay has greatly improved user workflows across the entire Bank community with:</p> <ul style="list-style-type: none"> • Automatic user and hierarchy management via DirectorySync, • Flexible workflows that allow users to exist in multiple groups, • Proof of Supervision reporting, • Integrated Analytics Platform that enhances surveillance & eDiscovery, and • Case Management & Legal Hold.

The Bank's deployment of Global Relay services effectively consolidated its archiving, supervision, and eDiscovery requirements in one vendor. Not only did this enable the Bank to reduce its operational and maintenance costs and free itself from various resource demands, it also created greater efficiencies in the areas of policy creation and management, data capture and supervision, and overall user experience for the Bank's over 10,000 users. By switching to Global Relay, the Bank is assured of meeting its security, privacy, and compliance obligations and of confidently facing audits, investigations, and information requests.

To learn more about Global Relay's industry-leading cloud-based archiving, messaging, and eDiscovery solutions, request a [demo](#) or call **866.484.6630**.

GLOBAL RELAY QUICK FACTS

- 18th year delivering Software-as-a-Service in a private and secure cloud
- Expertise in Enterprise Archiving, Messaging & eDiscovery
- Team of 425+ employees, over half of whom are in R&D
- Exceptional customer service with strong Legal & Audit teams
- Over 20,000 customers, 85% of which are in the financial services sector
- Servicing Financial Firms, Banks, Public Companies, Insurance & Regulated Industries
- Offices in financial centers worldwide, providing 24x7x365 support
- Global Relay is an Email and Social Media Archive / Data Management Vendor in FINRA®'s Compliance Vendor Directory



Global Relay is the leading provider of cloud-based electronic message archiving, supervision, and eDiscovery solutions for the global financial sector and other highly regulated industries. Global Relay delivers services to over 20,000 customers in 90 countries, including 22 of the top 25 banks. Global Relay Archive supports email, IM, Bloomberg®, Thomson Reuters, social media, mobile messaging, and more - with mobile, Outlook, and web access.

new york | chicago | vancouver | london | singapore

