

## Verigy Ltd.

### Building Profitability in a Cyclical Business with Symantec Managed Services



**Like many other organizations, Verigy Ltd. faced an increasing amount of email and data it needed to store. To gain control and enhance data protection, the company turned to Symantec and a Symantec Partner for email archiving and desktop data protection solutions administered as managed services. Results include a 40 to 60 percent projected reduction in the overall volume of email stored, the fulfillment of search requests in hours instead of weeks, enhanced data protection, and a 100 percent payback while responding to the first two search requests.**

#### Be Nimble. Be Quick.

Almost any startup would envy the way Verigy launched. It's a 1,600-person company based in Singapore with North American headquarters in Cupertino, CA that designs, manufactures, and sells advanced test systems for the semiconductor industry. Two years ago, it was a spin-off from measurement company Agilent Technologies—so, unlike a startup, it began with existing products, existing customers, and incoming revenue.

For CIO Todd Hauschildt and his team, however, there was plenty of challenge: They had to design and deploy a new infrastructure from scratch in just six months. But they did have an advantage: “We could choose an IT business model that we knew would be successful in a cyclical business. We weren't a few people forming a company in a garage, needing to learn as we go.”

A key principal in their IT business model is to stay nimble. “Of our 1,600 employees, just 11 are in IT,” he says. “We outsource all other IT. This helps us be profitable in a cyclical business. We spend more of our IT dollar on top people to make strategic IT decisions, and less of our dollar on the less expensive skill sets needed to implement those decisions. The result is increased flexibility.”

#### Challenge: Fast Growth in Email

But as in many organizations, email's value to Verigy was increasing—as was the volume of email stored on servers. Because the company pays an IT service provider by the gigabyte for stored email, controlling that volume became a concern. Hauschildt and his team evaluated email archiving solutions.

One requirement was that the solution make searches for the business information in email or the recovery of accidentally deleted email easier. Any search or recovery that involved getting material from backup tapes required too much IT staff time.

**“Enterprise Vault paid for itself during the first two search requests.”**

**Todd Hauschildt**  
Chief Information Officer  
Verigy Ltd.

#### ORGANIZATION PROFILE

Based in Cupertino, California with 1,600 employees worldwide, Verigy ([www.verigy.com](http://www.verigy.com)) designs, manufactures, and sells advanced test systems and solutions for the memory and system-on-chip segments of the semiconductor industry. Verigy's scalable platform systems are used by leading semiconductor companies worldwide in design validation, characterization, and high volume manufacturing test. Advanced analysis tools accelerate design debug and yield ramp processes for Verigy's customers.

#### INDUSTRY

Technology

#### SOLUTION

Archiving, Data Loss Prevention, Discovery, Data Protection, Managed Services

Verigy achieved 100% payback on Symantec Enterprise Vault during first two search requests

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The Verigy team discovered that there were many email archiving and search solutions to choose from, but one came out on top. “Symantec Enterprise Vault™ stood out due to a long and proven track record,” Hauschildt notes. The next step was to either get the solution as an outsourced service, or buy the software and hardware and out-task its management.

### Out-tasking is Key

“We never thought about bringing Enterprise Vault fully in-house because outsourcing is our model,” Hauschildt recalls. “But instead of getting Enterprise Vault as a complete service, I chose to own the software and storage. That gives me more control. We out-tasked the deployment and management to experts: Cornerstone Technologies, a Symantec business partner that has considerable Enterprise Vault experience.”

Symantec Consulting Services worked with Cornerstone Technologies in solution design. Symantec Essential Support Services will be provided through Cornerstone Technologies.

Owning the software and hardware gives Verigy more flexibility, he explains: “Having storage in-house will reduce my cost significantly. I can deploy Enterprise Vault as needed—putting servers in Europe or Asia as necessary, for instance. And because we out-tasked, we didn’t have to hire anyone.” Enterprise Vault deployment is well underway.

### Searches in Hours, Not Weeks

Verigy’s IT department receives about three to ten search requests for information in email each month. “Before Enterprise Vault, we’d have to go to someone’s PC and literally grab their PST files and do a manual search to find relevant email,” Hauschildt notes. “The whole process could take days or weeks. Now—even before fully deploying Enterprise Vault—we’ve already used its capabilities to reach out to someone’s PC, grab a PST file, and search three gigabytes worth of data and pull out the 500 messages we needed. This was done in just

## SOLUTION AT A GLANCE

### Key Challenges

- Enhance employee productivity by minimizing impact of mailbox size quotas
- Improve efficiency of searches for business information
- Enhance data protection
- Reduce IT overhead

### Solution

Symantec email archiving and data protection solutions delivered as managed services

### Symantec Products

- Symantec Enterprise Vault™ with -Discovery Accelerator
- File System Archiving
- Microsoft Exchange PST Migrator
- Microsoft Exchange Journaling
- Veritas NetBackup™ Desktop and Laptop Option (DLO)

### Symantec Services

- Symantec Essential Support Services
- Symantec Consulting Services

### Symantec Partner

- Cornerstone Technologies, LLC ([www.cornerstonetechnologies.net](http://www.cornerstonetechnologies.net))

### Technology Environment

- Applications: Oracle EBS, Oracle Portal, MatrixOne
- Databases: Oracle
- Server platform: Windows & Linux
- Storage: Isilon
- Tape Library: Sun

### Business Results

- 100% payback on Symantec Enterprise Vault during first two searches
- Weeks of search time reduced to hours
- Productivity enhanced by doubling employee mailbox size quotas without adding storage
- Overall volume of email stored reduced by 40 to 60%
- Email archiving and desktop backup services added without adding staff
- Projected increase in backup reliability, and data security through encryption
- Projected 10-12x reduction in storage requirements through deduplication

hours.”

As it archives, Enterprise Vault indexes the full text of messages and attachments to make searches easier. Users can conduct their own searches without IT help, further saving IT staff time.

### Stop the Brain Drain

Every employee, not just the IT department, will get a boost in productivity from Enterprise Vault’s deployment, Hauschildt notes. As the solution archives, it also compresses and deduplicates messages, moving messages from email servers to an archive and reducing overall email storage by 40 to 60 percent.

“We’ll get twice as much email storage for the same cost,” Hauschildt says. “We can double the mailbox size quota for employees. That makes everyone happier. It reduces the time they spend trying to delete messages and stay under quota.”

Verigy plans to use the PST migration option of Enterprise Vault to detect, migrate, archive, and index the contents of PST files that employees have created. “We may have as much as three gigabytes of PST files per employee out there on the network—that would give us over four terabytes to gather, archive, and eventually eliminate,” Hauschildt notes. “Enterprise Vault will let us automate information lifecycle management. We’ll probably start with a retention period of 12 months.” Once a retention policy is enforced, and older information is uniformly deleted, further minimizing cost and risk.

Enterprise Vault also gives Verigy the options of archiving other forms of unstructured data including files, instant messages, and SharePoint data. The team plans to explore these options once the email archiving project is complete.

### “We’ve Got Your Back”

Another challenge the IT team faced as Verigy started out was how to protect data on employee desktops and laptops. “To fit into our cost envelope, we decided not to do PC backups,” Hauschildt says. Instead, employees were given the option to purchase portable hard drives and back up their own data if they liked. But that meant backups weren’t consistent, and the portable hard drives weren’t locked down or encrypted. “We were subject to a tremendous amount of risk,” Hauschildt says. For instance, one employee had to spend three weeks trying to recover a failed hard disk.

The team evaluated backup alternatives and chose Veritas NetBackup™ Desktop and Laptop Option (NetBackup DLO). “Cornerstone proved themselves during our Enterprise Vault implementation, so we chose them to deploy NetBackup DLO and manage the solution,” Hauschildt says.

The project will begin once the email archiving project is complete. The team also plans to deploy the encryption capabilities in NetBackup DLO to protect data.

### Managed Services Pay Back

“Cornerstone Technologies has strong product knowledge of both NetBackup DLO and Enterprise Vault,” Hauschildt observes. “They do all the work, and from a consulting perspective they’ve been very valuable. We set policy—and they’ve given us great advice on what other organizations have done. For instance, our lawyers needed to retain some expert consultants on document retention. Cornerstone had employed those same consultants. They helped us validate that we were dealing with the right people.”

Verigy has already seen a streamlining in search costs. “Enterprise Vault paid for itself during the first two extensive search requests,” Hauschildt says. “It’s delivering easier search and management, and its deduplication technology will mean significant savings for us.”

The company also plans to use the deduplication option of Veritas NetBackup to reduce the company’s overall file storage. “Cornerstone ran a test and showed us that a 10 to 12x reduction is possible,” Hauschildt notes. “These kinds of gains in efficiency, in our business, are just what we need.”

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