



Retention Management of Desktop Documents at a Financial Services Company

Solve Desktop Document Retention Risk through Retention Managed Desktops

FS, a Financial Services company, markets and sells financial products. FS is information intensive, using information to constantly refine and improve all aspects of its business, including its products, marketing and sales, and customer service. FS's information sharing culture has resulted in the accumulation of

exceptional amounts of information. FS has developed policies for information retention that define its how it is to manage information for both business and compliance purposes. FS needs to implement those policies across all of its information silos, including desktop information.

PROBLEM

FS's information-centric culture has led it to never destroy any information. Keeping all information forever complicates decision making (too much noise), increases storage costs, and increases eDiscovery cost (more files to search through) and risk. To operate more effectively, FS developed information retention policies that specify a taxonomy of corporate information, where documents of each type are to be stored, and how long information of each type is to be retained. These retention policies are to be applied to all information, including information that employees create, use, and share at their desktops. FS needed a solution that allows employees to do their jobs the way they always have, which involves the ad-hoc creation, modification, and sharing of desktop documents, yet makes these ad-hoc processes compliant with FS's information retention policies. The solution needs to be both comprehensive and unobtrusive.

SOLUTION

FS chose to deploy Retention Managed Desktops across all of its employee's PCs. Retention Managed Desktops captures all documents as they are created or modified, determines the document's classification, and files the document according to FS's information retention policy. FS's retention policy states that "official records" are to be stored in the corporate repository, and that "working copies" are to be managed in-place on the desktop, laptop, or file server where they are stored. Documents are preserved according to FS retention policy as well: "official records" are retained to the appropriate business lifetimes, and "working copies" and convenience copies of "official records" stored on desktops, laptops, and file servers are disposed after three years.

FS chose to deploy Retention Managed Desktops with the interactive classification option. When an employee creates a document, he is prompted for the document's classification, and presented with a short list of choices based on his role in the company. The most common choice is "working copy" which means that the document is not (yet) a record and is to be managed in-place, and disposed of after three years. Selecting an official record classification may cause the document creator to be queried for other relevant meta-data, and the "official record" is automatically filed in the corporate repository according to policy. The user is queried only when he saves a document for the first time, so the process is very unobtrusive.

If at some point, a "working copy" document becomes an official record, the user can reclassify the document with a single click; this click also automatically files the document in the corporate repository. Retention Managed Desktops operates equally well online and offline, so all documents are classified, captured, and managed, whether the employee is working at his desktop on the corporate network, or at his laptop on an airplane.



FS chose Trusted Edge Retention Managed Desktops for three reasons.

- ◆ First, Retention Managed Desktops allows FS to manage information in-place, on corporate desktops, laptops, and file servers. This means that documents on desktops, laptops, and file servers can be classified, inventoried, placed on litigation hold, and disposed, according to corporate policy.
- ◆ Second, document capture and classification policies are managed centrally.
- ◆ Finally, Retention Managed Desktops collects an audit trail and analytics about desktop documents, allowing documents to be tracked for retention, litigation, and information mining purposes.

RESULTS

By deploying Trusted Edge Retention Managed Desktops, FS is confident that it is applying its information retention policies to information created, used, and stored at corporate desktops, laptops, and file servers. By automatically managing information based on classification, Retention Managed Desktops both improves compliance with FS's retention policy, and reduces the cost of compliance. This lets FS improve its operations and decision making, improve collaboration, and reduce the cost of eDiscovery, since FS knows that needed information is preserved, and that unneeded information is destroyed.

CONCLUSION

FS is using Trusted Edge's Retention Managed Desktop solution to manage its desktop information to business objectives. Together with solutions for email retention and records management for the corporate repository, FS has comprehensively addressed its information retention objectives and reduced the amount of information that it manages, enabling better decision making, improved collaboration, and reduced eDiscovery costs. Over time, FS intends to collect more meta-information about documents, in order to further automate filing, for improved information sharing and collaboration.