

# Marubeni Corporation

Marubeni Adopts Veritas™ Enterprise Vault.cloud to achieve efficient, cost-effective eDiscovery.

# VERITAS™

In a push to improve e-mail communications among its far-flung constituent companies, global wholesale conglomerate Marubeni adopted the cloud-based Microsoft Exchange Online (part of Office 365) as soon as it was released in Japan. But Exchange Online wasn't suited to the kind of rapid, narrowly-focused searches Marubeni needed for compliance with eDiscovery requirements, posing significant cost and time risks should the company face legal challenges. Marubeni solved the problem by archiving its Exchange Online e-mails with Veritas Enterprise Vault.cloud (EV.cloud).

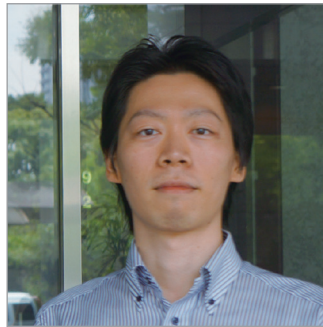
## BETTER COMMUNICATION PROMOTES ENTERPRISE-WIDE HARMONY

With “Fairness Innovation and Harmony” as its company creed, Marubeni Corporation has been contributing to the development of the economy and society through its commitments to forthright business practices and environmental protection.

Corporate leaders at the Japan-based sogo shosha (diversified Japanese trading conglomerate) were spearheading a mid-term management plan called “Global Challenge,” aimed at developing Marubeni into a resilient group of strong individual companies. A key enabler in this mission is efficient e-mail communication, so Marubeni started using Office 365 for its e-mails within Japan in September of 2012.

Exchange Online includes an automated e-mail archiving capability, but the company initially declined to use it.

“Back in 2012, many people were of a view that long-term preservation of confidential e-mails might pose a data security risk to our company,” says Mr. Atsushi Watanabe of the General Affairs Planning Section of Marubeni's Information Planning department. Nowadays, if one does not preserve or disclose e-mail data in a timely or appropriate manner, one is increasingly exposed to the risk of lawsuits and arbitration decisions that would not be in the company's favor. To deal with that risk, it is necessary to archive e-mails for a certain period in such a way as to prevent those e-mails from being modified or deleted.”



**Mr. Atsushi Watanabe**  
General Affairs Planning Section,  
Information Planning Dept.,  
Marubeni Corporation

## Marubeni



### ORGANISATION PROFILE

Site: [www.marubeni.co.jp/](http://www.marubeni.co.jp/)

Industry: Distribution and Logistics

Headquarters: Tokyo, Japan

Employees: 4,437

### KEY CHALLENGES

Marubeni needed to archive its Microsoft Exchange Online e-mails to comply with regulatory information retention and eDiscovery requirements. However, the native archiving, search and eDiscovery functions of Exchange Online did not meet Marubeni's overall goals for email preservation, nor its performance requirements for rapid, narrowly focused searches and cost-effective eDiscovery case management.

### SOLUTION

Marubeni adopted Veritas™ Enterprise Vault.cloud to archive the incoming and outgoing e-mails of 4,500 of its users.

### BENEFITS

- Rapid, effective eDiscovery
  - High-speed search with multiple conditions
  - Multiple simultaneous searches
- Reduced compliance burden and risk through
  - Search by record type
  - Exclusion of irrelevant e-mails
- Proof of support for corporate ethos of “persistent pursuit of fairness”
- Successful initial rollout improves chances of expanding archiving to other companies in the group, including overseas companies.

If information is summoned in a lawsuit or arbitration, Marubeni needs to be able to search for specific information within its e-mail archives, and then extract and combine all the information into an electronic file. Manual, visual search would be time-consuming, costly, and risky, according to Mr. Watanabe. Contracting out these tasks to a law firm would cost even more. Marubeni concluded that it needed a system that would make it possible to swiftly and accurately extract the necessary information from its huge volume of e-mails.

## RAPID, SELECTIVE SEARCH DEEMED ESSENTIAL

Once it had decided on automated e-mail archiving, Marubeni asked its IT Solutions group to study whether it made sense to use the archiving license that was included in Exchange Online or utilize third-party services. When they tested Exchange Online's e-mail search in a hypothetical lawsuit scenario, they found that they could not perform a narrowly focused search and were limited to two simultaneous search tasks. In addition, Marubeni companies that were not affected by the lawsuit could not be excluded from the search. Finally, Exchange Online could not handle Skype chat records and its Mailbox archive could not guarantee records relevant to a legal case could not be deleted.

"If the purpose was just to retain the Exchange Online e-mails, then it would have been good enough to use the included archiving function as it was," explains Mr. Takashi Yamashita, Assistant Team Manager at Marubeni IT Solutions, Inc. "But in a lawsuit, performance of narrowly focused searches and simultaneous execution of multiple tasks are indispensable, allowing relevant e-mails to be located quickly. Also, during eDiscovery, chat records are often subject to subpoena, so limiting ourselves to e-mail-only archiving may be insufficient."



Mr. Takashi Yamashita  
Asst. Team Manager  
Marubeni Main Office of IT Advisory,  
Marubeni IT Solutions Inc.

Judging that adequate performance could not be secured with the standard archiving functionality of Exchange Online, and having studied various third-party archiving applications, Marubeni IT Solutions selected Veritas EV.cloud.

"I had been aware of EV.cloud since 2012, when it became available in Japan, Mr. Yamashita says. For that reason, we looked to the Veritas software when we first considered archiving. Although the Skype requirements still have not been fully met, we concluded that EV.cloud would solve our narrow-focus and rapid retrieval problems."

## ABOUT 4,500 JAPANESE USERS USE EV.CLOUD

To kick off its archiving project, Marubeni notified its employees that all of their incoming and outgoing e-mails would be archived. Though some employees were reluctant, they were persuaded that it was a necessary measure to boost employee morale and ensure legal compliance. Initially, approximately 4,500 e-mail accounts were subject to archiving.

### SOLUTIONS

- Veritas Enterprise Vault.cloud (EV.cloud)

According to Mr. Watanabe. "The burden of our company to preserve e-mail data, if need arises, is expected to be reduced substantially by the introduction of EV.cloud. For example, after setting authorization to access the archived data at the minimum and leaving operation logs as a tracking record, an account can be temporarily handed over in a secure manner to outside counsel so that they can perform tasks of collecting evidence efficiently. We believe our human labor [associated with eDiscovery] can also be reduced greatly."



*“The burden of our company to preserve e-mail data, if need arises, is expected to be reduced substantially by the introduction of EV.cloud.”*

*— Mr. Atsushi Watanabe  
General Affairs Planning  
Section, Information  
Planning Dept.,  
Marubeni Corporation*

## GLOBAL DEPLOYMENT CONSIDERED

“We are studying the introduction of EV.cloud globally, including Asia and Europe in the future,” says Mr. Yamashita. “As for e-mail archiving overseas, we will determine the appropriate implementation for each country based on local regulatory restrictions and other considerations in cooperation with local staff and outside counsel.”

Adds Mr. Watanabe: “We expect that Veritas, with its global services coverage, will provide information as needed on overseas implementations and on other [EV.cloud] cases that they handled.”

## FOR MORE INFORMATION

Please contact your local Veritas Sales Representative or Business Partner, or visit: [Veritas EV.cloud](https://www.veritas.com/evcloud)

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## ABOUT VERITAS

Veritas Technologies is a global leader in data protection and availability. Over 50,000 enterprises—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at [www.veritas.com](https://www.veritas.com). Follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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