



## Accident Compensation Corporation New Zealand

### EMC software to support the backup, replication, and archiving of critical data

The Accident Compensation Corporation (ACC) operates the New Zealand Compensation Scheme, which provides personal injury coverage for New Zealand citizens, residents, and visitors. ACC processes more than 1.5 million claims each year and spends about NZ\$1.4 billion annually on rehabilitation, treatment, and compensation payments. Its 2,000 employees are located in its corporate office, business service centre, 31 branch offices, and four contact centres across New Zealand.

ACC's IT department manages approximately 250 servers, containing nearly 30 terabytes of data, for 3,000 PCs spread across nearly 50 sites.

With increasing compliance requirements including the Privacy Act, Public Records Act 2005, and the explosion of email and online claims processing, ACC's use of information services had dramatically increased. The organisation turned to technology consultant idata for an information lifecycle management strategy and chose EMC® solutions to simplify its storage environment, ensure compliance, and lower costs.

#### **A structured approach to information management**

ACC's servers run a mix of Microsoft Windows and UNIX. Before the implementation, Novell was the dominant file service supported by point installations of Veritas Backup Exec and ArcServe. From a compliance perspective, there was no service available to ensure protection of email and there was no ability to archive data.

"We had problems guaranteeing recovery times for Windows file systems, resident applications, and email," says Warrick Laing, ACC's head of IT Services. "The system we had simply did not meet our business requirements."

It was also difficult to manage the compliance requirements for email which dictated that if an email related to a claim, it must be retained for 10 years from the last date of action on that claim.

"Email retrieval was carried out manually," says Laing. "This was time-consuming, often inaccurate, and we weren't certain that we'd captured it all."

Compounding ACC's information management issues, the organisation had nearly 50 individual tape backup systems scattered across the country and operating in isolation.

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ACC wanted to change its disaster recovery solution to a centralised data protection management model. Rather than having tape units at each site, it wanted one tape library to lower media costs and to enable more effective storage management.

The organisation decided to take a conservative approach to email compliance. Rather than attempting to categorise all email, ACC chose to simply capture and save all email in a secure location. This meant the company needed to install reliable software with a global search tool to assist with data recovery.

### **Addressing data challenges with EMC software**

ACC contacted EMC technology consultant idata, which designed a solution to address the organisation's business requirements using EMC software.

"With the amount and scope of information pouring in, ACC needed to be smarter about how it created, managed, and stored information," says Bruce Robinson, idata business manager. "The organisation also needed to ensure the most valuable and business-critical information was the most readily available. EMC was best positioned in the market to help ACC develop an information lifecycle management strategy that would ensure compliance with New Zealand law and improve ease of use for customers."

"We no longer have to figure out an individual disaster recovery solution for any new application that enters our environment. We simply plug the service into the EMC solution and it is protected immediately. This allows us to deliver service faster to the business and control costs far more effectively."

**Ian Apperley, ACC's Business Continuity Manager**

idata worked with ACC's technical team to implement a proof-of-concept. It then constructed a solution that incorporated the features and functionality of EMC NetWorker™ backup software, EMC EmailXtender® email archiving software, EMC DiskXtender® data archiving software, and EMC RepliStor® data replication software. The solution was organised into three areas: a central data store in the production data centre, remote backup centres, and branch sites.

Today, ACC uses EMC NetWorker to secure its mission-critical data. The tool's open architecture provides flexible backup across the organisation's entire technology environment.

At regional centres and the central store, EMC NetWorker provides tape backup. At regional centres it is primarily used to facilitate the fast restore of local files.

EMC Replistor replicates all data from branch and regional sites and stores it in a central repository. This ensures that data is sent to secure offsite storage as soon as it is created, better protecting against system failure. For example, if a single file server fails, users can work from the central store while the server is repaired.

Having all of the organisation's data in a single location has dramatically simplified backup and recovery operations and helped reduce management costs.

ACC installed EMC DiskXtender for Windows to manage its data archiving. This tool migrates inactive or infrequently accessed data from primary to archival storage, providing a more economical solution for storing data.

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EMC DiskXtender ensures applications and end users can seamlessly access files regardless of where they are stored. The product also protects the integrity of archived data by preventing modification or deletion.

ACC uses EMC EmailXtender to capture in real time emails coming into its Microsoft Exchange server. All emails are retained, even if they are deleted from a user's inbox. Once stored, each email is tagged to ensure data integrity and prevent tampering. This provides proof of compliance for audits or regulatory examination.

The company often needs to access emails on short notice, so fast, effective, and accurate search and retrieval mechanisms are essential.

"EmailXtender's fully indexed email store is searchable across the entire organisation and allows us almost instant retrieval of the exact email we need," says Ian Apperley, ACC's business continuity manager.

Storing all email centrally eliminates message duplication while data compression further reduces the size of the archive, minimising storage costs. Management of the system is also simplified.

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**Bruce Robinson, idata Business Manager**

### Guaranteed disaster recovery

This more structured and centralised storage environment has made disaster recovery more achievable.

"We are now comfortable we can comply with the business requirements for retaining email and the disaster recovery of our Microsoft Windows systems," says Laing. "The bottom line is our customers are better served because we can recover service quickly."

"We no longer have to figure out an individual disaster recovery solution for any new application that enters our environment," adds Apperley. "We simply plug the service into the EMC solution and it is protected immediately. This allows us to deliver service faster to the business and control costs far more effectively."



EMC Australia  
Sydney  
(02) 9922 7888  
Melbourne  
(03) 8602 8000  
Brisbane  
(07) 3032 5100  
Canberra  
(02) 6243 810  
Perth  
(08) 9284 0777

EMC New Zealand  
0800 999 362

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