

Case Study



R. S. Platou (Norway)

International Shipping Broker RS Platou Anchors its Email Securely with Cryoserver, The Compliant Email Archiving Appliance.

RS Platou is a leading international shipbroking company that serves the shipping and offshore industry. Established in 1936, it provides services including chartering, sales, purchasing and contracting of ships and offshore units worldwide. With a multinational staff, RS Platou has its headquarters in Oslo, and offices in Singapore, Houston, Moscow, Lagos, Copenhagen, Shanghai and Istanbul. Although the objects of RS Platou's business sail the seven seas, its actual business is conducted online.

information network was awash in a flood of email messages.

During a fact gathering trip to London, Knutsen was introduced to the Cryoserver Compliant Email Archiving Appliance from Forensic and Compliance Systems (FCS) and was able to see Cryoserver demonstrated at several stock exchange companies.

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Frank Knutsen

Based on conversations with Cryoserver users, as well as his own research on other vendor

"Communication is a very important part of our business," says Frank Knutsen who heads up the Information Technology Department and manages RS Platou's worldwide communications and information network. "All of our negotiations are conducted over email." Knutsen estimates that RS Platou sends and receives more than 35,000 email messages each week.

email archive products, Knutsen concluded that Cryoserver



Retaining all that email for a minimum of five years was becoming increasingly difficult for the company. Conventional backup technologies were both too expensive and too time consuming. And the chances of finding a specific email message on a typical tape backup system were sinking fast. There had to be a better way. Meanwhile RS Platou's flagship communications and

met all of his requirements: it provided full replication so expensive backup procedures were no longer necessary; it was forensically secure—no messages could be deleted or altered in any way—so all email correspondence through the eDiscovery features would be acceptable for litigation in a court of law; it was searchable by keyword not only in the subject line, but throughout the entire message and any attachments so specific messages could be readily retrieved; and it was quick and easy to install and maintain. No other product offered all of these features. Knutsen placed the order.



The Cryoserver Compliant Email Archiving Appliance was installed at RS Platou's headquarters and today collects,

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indexes and stores all ingoing and outgoing emails from two sources: the shipping branch's own email system and the corporate Outlook system. No more backups. No more lost emails. And, because Cryoserver is forensically secure, there no worries that its email records will not hold up in a court of law. A major breach in the hull of its communications network is now securely battered down.

Levels of access

One feature of Cryoserver that Knutsen particularly appreciates is the ability to securely assign different levels of access. "That was a very important issue for us," he says. Knutsen, for example, has access not only to his own email but also to everyone else's email in his department. Equally important, most individuals with the company have access only to their own email archives so proprietary information stays securely in its own holds.



"....One thing Frank Knutsen knows he can count on is that the volume of email is only going to increase, so another feature of the Cryoserver system that Knutsen likes is its scalability. ""

Knutsen says he is now working with FCS to customize Cryoserver according his own specifications. He would like to be able to color code outgoing and incoming emails, for example, to make it easier to distinguish the two. He is also planning to expand the Cryoserver system to include Instant Messages and Yahoo Mail.

One thing Knutsen knows he can count on is that the volume of email is only going to increase, so another feature of the Cryoserver system that Knutsen likes is its scalability. "We can add new disks and even stack new appliances to the existing system as we need them," he says. He knows he will.

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About FCS and Cryoserver

Forensic and Compliance Systems (FCS), is a privately-held company headquartered in Dublin, Ireland, with offices in London, Florida and New York and Colorado. The Cryoserver product line is a scalable, forensic email compliance archive that enables organizations to automatically and securely collect, store and index all email communication - via a convenient, tamper-evident appliance. This enables eDiscovery and forensic analysis of an organization's entire email history that is ready for court submission if necessary. The entire range of solutions is available from a network of channel partners. For details please visit www.Cryoserver.com or email sales@cryoserver.com.