

CASE STUDY:

Sound Community Bank

Email Archiving

Sound Community Bank serves more than 18,000 households and businesses in the Pacific Northwest. It manages more than \$558 million in total loans and maintains more than \$526 million in total deposits. Sound Community Bank not only provides clients a local bank with accounts and services but also leading-edge technology and a commitment to personal service that makes banking easy, accessible and transparent.

Compliance with federal and state financial regulations is critical, and among its obligations is the retention of communication. Sound Community Bank archives 7 years of emails as a compliance practice and trusts Erado to meet its archiving needs with industry-leading technology and exceptional service.

Cost and Time Savings

Erado provides unified information archiving in a cloud-based service. Through the cloud, Sound Community Bank can offload the storage requirements for 7 years of emails and benefit from quick search when its administrators and other users need to access and identify important messages and attachments.

"We've certainly benefited from moving our email archives to Erado. We've experienced savings by reducing our storage costs, and our servers are a lot faster without having the strain of locally archiving and indexing all of our emails," said Sean Bornicke, CCNA, MCSA, Network Administrator for Sound Community Bank. "There's also been time savings with Erado's search capabilities being far faster."

Added Value beyond Compliance

While Erado enables Sound Community Bank to meet their archiving requirements, its solution provides additional benefits related to personnel changes and litigation needs. When an employee leaves his or her position unexpectedly or roles change, Sound Community Bank is able to retrieve client communication. Sound Community Bank also has confidence that it can fulfill its legal obligations and defend itself in the event it faces a lawsuit.

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"Beyond compliance, Erado's solution allows us to retrieve emails when login credentials are lost, which is important to maintaining better service for our clients," said Bornicke. "We also have a more aggressive retention policy that allows us to store more communication and better protect ourselves. When faced with a lawsuit, we know that we can research every email that has come in and out of our bank. We appreciate that we have everything at our disposal with quick search that will help defend us when necessary."

Quick and Easy Answers

Just as Sound Community Bank is committed to personal service, it can rely on Erado for a superior customer experience. Whether Sound Community Bank needs to change its archiving service or address a concern, Erado is available to quickly respond and provide a reliable solution.

"Working with Erado has been a pleasure," said Bornicke. "The solution along with its customer support is why we continue to rely on Erado."

Benefits

- Patented technology and proprietary software
- Unlimited archive to meet evolving communications needs
- Powerful eDiscovery with elastic search
- Intuitive data review with message level classification and activity history
- Data production capabilities to quickly produce risky, non-compliant and randomly sampled content
- High industry standards for securing archived data
- Superior customer support

Innovation

- 20+ years of experience and innovation
- First vendor to:
 - Archive social media
 - Archive embedded hyperlinks in social media
 - Capture third-party content in email
- Most established electronic communications archiving vendor

ABOUT ERADO

Now part of Zix

Erado offers unified information archiving solutions across more than 50 communication channels including email, social media, instant message, mobile, web, apps, audio and video. With more than 20 years of experience and more than 18,000 customers, Erado unified information archiving solutions help businesses comply with SEC, FINRA, FCA, and state and international regulations. It also provides supervisory, eDiscovery and reporting capabilities to save time and provide peace of mind. In addition, businesses across industries can ease the litigation process by using Erado's unified information archiving solutions to enable cloud access, create efficiencies in the review and production process and reduce costs.

SSAE 16 certified, Erado offers a cloud-based approach, and its solutions' features include integration with hosted and on-premises systems, elastic search parameters, message level classification and activity history, and flexible reporting and random sampling.

For more information, visit www.erado.com or call 866.673.7236.

