



**Industry**

Pharmaceuticals and chemicals

**Customer**

Merck KGaA

**Business Challenges**

- Decrease access times to archived e-mail files
- Provide e-mail privacy for individual employees
- Ensure data security

**Business Solution**

**Livelink for E-mail Archiving – Lotus Notes Edition**

- Central, user-friendly storage facility for e-mail files
- Individual privacy preserved
- Decreased storage demand
- Increased employee performance

## Merck — Cleaning up with a central archive

*The Information Technology department at Merck KGaA had in only six weeks time created a fitting back-end for the central communications platform using Livelink® for E-mail Archiving from Open Text™. The company is already collecting considerable benefits in terms of increased data security, improved performance, and simpler administration.*

### Organization

The Merck group is an international, research-driven chemicals and pharmaceuticals enterprise with a turnover of approximately 7.2 billion euros and a history that stretches back to 1668. Today, the innovations of approximately 28,000 entrepreneurial employees are shaping the future: for example, Merck is the world leader in the field of LCD materials.

The organization develops, manufactures and markets a broad range of products to improve human and animal health, directly and through its joint ventures. Merck is internationally represented in 53 countries with the corporate headquarters located in Darmstadt, the company's biggest research and production site. Approximately 8,000 people are employed there.

### Situation

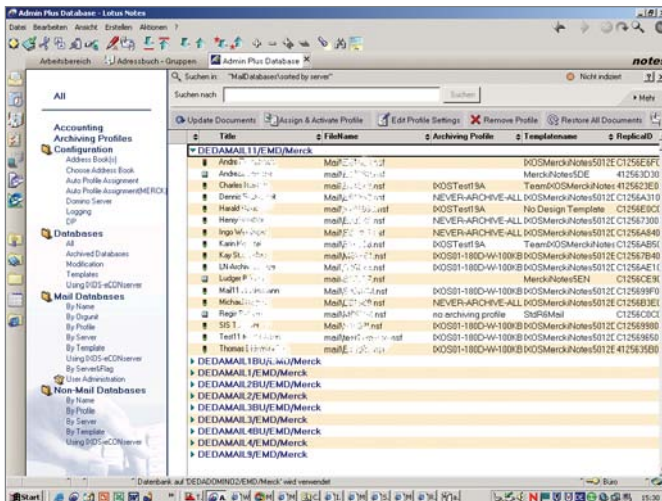
An e-mail application for international projects; a worldwide research and development database platform with 22,000 users; an exchange forum for Microsoft Office documents; and a frequently used data archive: Lotus Notes is the central communications hub at Merck and is therefore of paramount importance to this innovative chemicals and pharmaceuticals enterprise. Quick access to the stored data is essential but with steadily increasing file volume, quite difficult to achieve. Consequently, the Information Services (IS) department at Merck had decided to implement Livelink for E-mail Archiving – Lotus Notes Edition: an efficient and secure solution from Open Text for central e-mail management.

### Solution

“Our main objective was to create a central, economical, and user-friendly storage facility for all e-mail files that would be compatible with SAP and Lotus Notes, and that will continue to be secure in the future,” says Charles Hübler, Project Manager at Merck.

*“The Open Text solution for e-mail management is the ideal storage solution for our central communications platform with almost 8,000 users—efficient, secure and with many benefits for the administration.”*

**Régis Plattard, Teamleader, Mail Technology, Merck KGaA.**



Merck is highly appreciative of its talented, entrepreneurial employees and believes that its business objectives and successes will only be possible through collective, collaborative efforts combined with a commitment to the environment and society. Consequently, Merck required that the central e-mail storage solution balanced respect for individual privacy with a sense of responsibility towards the enterprise. "Using Open Text's e-mail management solution, we have now set a foundation for secure e-mail storage. At the same time, our employees can still enjoy the same level of privacy as before with regards to mailbox usage," explains Régis Plattard, Mail Technology Team Leader at Merck.

### Benefits

Attachments larger than 100 KB and any emails that have not been accessed for more than 180 days are automatically archived using standard routines—at 7,400 Lotus Notes users in Darmstadt this uses up only a quarter of the storage space. The implementation of only two Notes Integrator Services with load distribution and fallback strategy allows the administration to concentrate on more essential work aspects. "Our tasks used to take up too much of our time because of the large amounts of data on the Domino servers. We have now consolidated our server landscape, which became possible thanks to the decreased amounts of e-mail files," says Hübler.

The automatic archiving feature takes care of e-mail files that are no longer in use and saves the administration valuable time and resources previously spent on data management. As a result, Merck's current motto is, "More time for development and production and less effort spent on mailbox clean-up."

The success of the e-mail management project is mainly due to the impeccable collaboration of the involved teams. Hübler emphasizes, "From the very start of this project we have known about the particular demands of the integration of an expanded admin-client. This task has been splendidly resolved with the aid of the Open Text Global Services, thus setting the foundation for a smooth rollout."

Within only six weeks, all users were gradually introduced to the e-mail management solution—a short memo was sufficient to enable a smooth start and to familiarize the users with the new functionalities. As the Open Text application handles only superfluous e-mails and large attachments, but never actual contents of important files, it has been immediately accepted by employees. Rigid mailbox limits are an unknown concept at Merck and users remain in charge of their e-mail files.

### Future

The success of the initial project prompted Merck to consider future possibilities. "The teamwork on the project was excellent and we intend on taking the issue of e-mail management within the company even further. After all, most great ideas that live in our colleagues' heads do eventually materialize in a mailbox," points out Hübler. Hence, Merck has already considered a solution expansion for user-offline functionality, and also requested an evaluation of the file archive retrieval process.



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