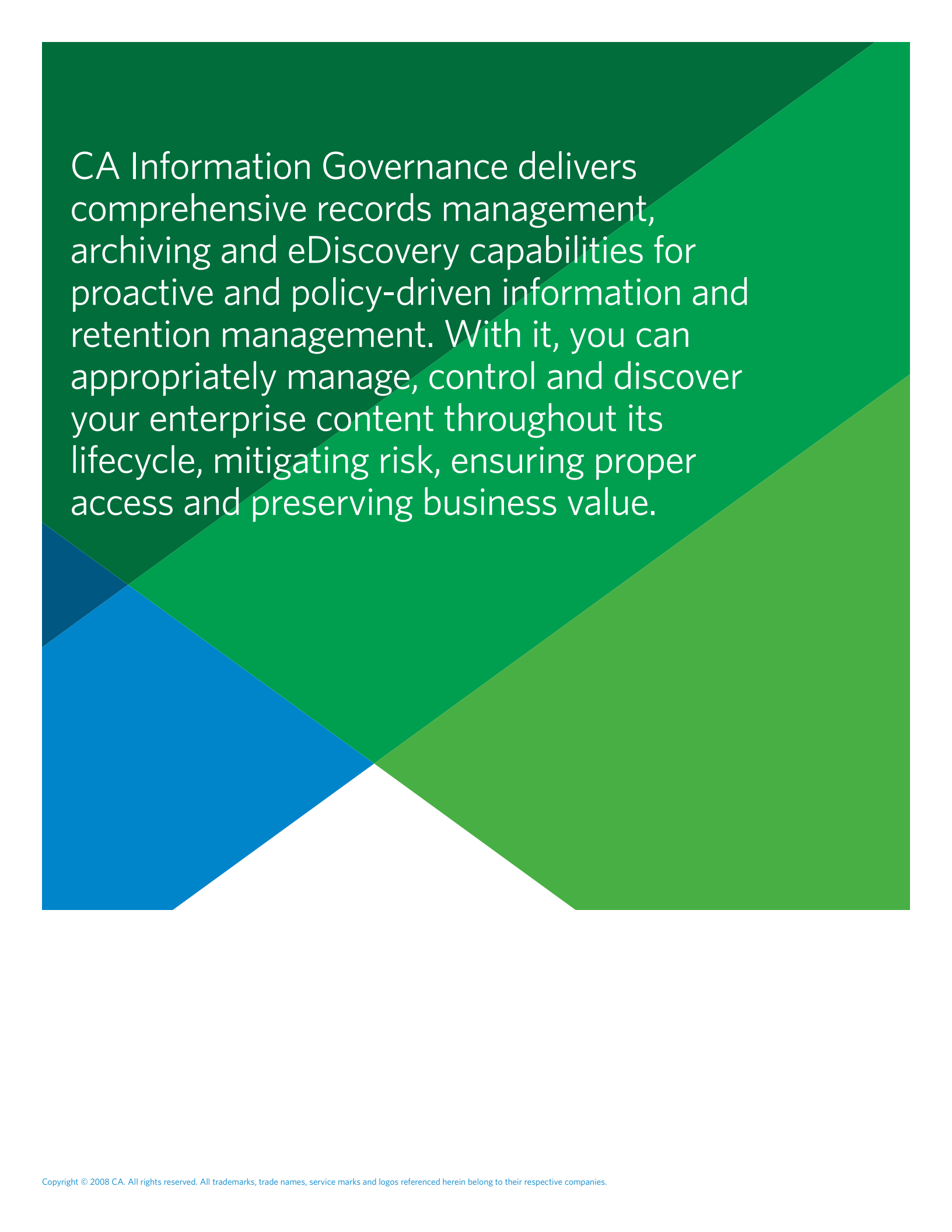


# How can I take control of my information to reduce my enterprise risk exposure and increase productivity?



The background of the slide is composed of several overlapping geometric shapes. A large dark green triangle is in the top-left corner. A medium green triangle is in the top-right corner. A light green triangle is in the bottom-right corner. A blue triangle is in the bottom-left corner. The text is centered in the upper portion of the slide, overlaid on the dark green and medium green areas.

CA Information Governance delivers comprehensive records management, archiving and eDiscovery capabilities for proactive and policy-driven information and retention management. With it, you can appropriately manage, control and discover your enterprise content throughout its lifecycle, mitigating risk, ensuring proper access and preserving business value.

# Overview

## Challenge

The ability to effectively gain control of and manage the mounting volumes of your business information, consistently protect that information and comply with legal, regulatory and corporate mandates for it is central to effective enterprise-wide Information Governance. And as difficult as that can be in and of itself, you must facilitate business continuity and remain competitive — and ensure that your organization is flexible enough to adapt to changing needs. Compounding this already complicated situation is the fact that you need to protect your existing investments in resources and information systems while minimizing costs and undue risk.

## Solution

CA Information Governance combines robust technology, extensive professional services, end-to-end education and strategic partnerships to help you harness your valuable information. With a comprehensive records management, archiving and eDiscovery platform, CA Information Governance helps you centrally manage policies and implement controls for content distributed across your enterprise, thereby increasing your efficiency and helping you proactively mitigate risk. This approach ensures that the right people have access to the right information at the right time — supporting sound decision making throughout your organization.

## Benefits

CA Information Governance delivers proactive risk reduction and increases litigation and audit readiness, helping you:

- Decrease your costs
- Improve your return on your IT investments
- Promote business agility

Innovative eDiscovery and retention management features enable proactive and consistent policy enforcement to meet legal, regulatory and business mandates and help you achieve consistent litigation, audit and investigation preparedness. And, classification of content based on business value, usage and legal requirements results in minimized storage requirements and improved efficiencies across the enterprise — while unleashing the true value of your resources.

## The CA Advantage

CA Information Governance helps you solve an array of challenges with unique solution offerings that include federated records management, eDiscovery, email archiving, mail box management, retention management and business process automation. Through technology, lifecycle services and education, the solution:

- Ensures alignment between IT and business goals
- Enables rapid time to value
- Improves staff productivity
- Maximizes the return on your technology investments

Moreover, the solution's comprehensive capabilities are part of the larger CA vision, which helps customers unify and simplify the management of today's complex environments and address significant challenges for greater organizational results. With CA, you can proactively manage risk for continuous compliance through protection of information assets from the threat of unauthorized access, loss or destruction.

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## Next Steps

For more information on how the comprehensive and integrated Information Governance Solution from CA can help you improve the way your organization manages, controls and discovers enterprise content while mitigating costs and risks, visit us at [ca.com/ig](https://ca.com/ig).

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### SECTION 1: CHALLENGE

## New Demands Require a New Approach

Businesses continue to face new demands on a daily basis that further strain IT departments and their Information Governance strategies. But however challenged they are, organizations can no longer wait to take steps to gain control of their enterprise content. Information is growing exponentially, and eDiscovery and privacy have become major issues. Meanwhile, both records management and mainstream compliance efforts must now incorporate physical, electronic and email management tasks with equal diligence and complete integration in order to fully address the various looming obligations that must be faced. As such, the right solution is one that can unify and simplify all of your technologies and processes while meeting these challenges with the least impact to users — *and at the lowest possible cost of ownership*.

### The Mandate is Clear: Have Control Over Your Information

Sweeping changes have occurred across numerous industries and with such speed that many organizations' Compliance, Legal and IT departments find themselves insufficiently prepared to respond. The multiple regulatory and legislative requirements, such as Securities Exchange Commission (SEC) 17A, the Financial Industry Regulatory Authority (FINRA), the Health Insurance Portability and Accountability Act (HIPAA), the Sarbanes-Oxley Act (SOX) and the amended Federal Rules of Civil Procedure (FRCP), are requiring tighter control and governance of corporate information.

But how do you deal with this myriad of sometimes competing, and always confusing, drivers? The list of hurdles can be just as daunting as finding the right solution. Many of these challenges require you to take a hard look at current business processes and consider a few questions:

- How do we deal with our ever-growing volumes of information and improve productivity without adding undue risk?
- Is there a better way to mitigate risk and protect our organization from the threat of unauthorized access, loss or destruction of valuable information assets?
- Can we maximize our existing environment instead of replacing what we currently have?

- How do we apply our policies across all content repositories to protect and control our information throughout its lifecycle?
- How do we effectively and efficiently search our wealth of content — *regardless* of format or location — to enable document production for discovery and audit at the lowest cost and with minimal business disruption?
- What processes can we automate to increase usability, minimize administrative tasks and facilitate more efficient response times during eDiscovery, audits and investigations?
- Is there a way to improve our retention management practices to ensure that they are followed consistently across our enterprise?

As organizations face these issues, they often find that the most pressing among them begin with email, and then continue to all forms of electronic and physical content. But regardless of content type, the mandate is clear: a comprehensive Information Governance strategy is the key to effectively managing, controlling, securing and discovering information across your enterprise.

### **Controlling Disparate Content is Key**

To proactively and effectively manage risk, today's leading-edge organizations look to increase their preparedness with regard to typically reactive processes. In distributed organizations, content must be managed across organizational stores, and where possible, managed "in place" — regardless of format or origin. This approach, also known as federation, can help you meet the challenge of proactive risk management head on by virtually unifying disparate content silos under one policy authority to allow the application of consistent retention policies across the enterprise, federated search and eDiscovery.

With content controlled in a unified manner, you are better equipped to meet complex obligations presented by the combination of regulations, legislation and business demands. In fact, according to a top analyst, 75 percent of enterprises indicate they have more than five content repositories in their organizations. This fact affirms the need to pursue a federated solution that can unify and simplify the diversity of your information and technologies when considering solutions for the management, control, access and related business initiatives that drive it, such as compliance, governance and service optimization.

## Building an Effective Information Governance Strategy for Controlling Information Assets

To effectively control enterprise content, an optimal Information Governance solution must help you protect and manage information throughout its lifecycle, while consistently ensuring accurate information access and availability by the right people at the right time. CA Information Governance addresses both of these issues, simultaneously meeting the Legal, Compliance and IT needs of your enterprise. By minimizing complexity and enabling policy- and process-driven controls, CA Information Governance helps you manage, control and discover information in line with various obligations and drivers — at the lowest total cost — and without interfering with existing business processes and infrastructure.

### Simplifying the Management of Business-critical Information Enterprise-wide

With robust, best-of-breed technology, professional services, education and strategic partnerships, CA helps you to enforce a solid Information Governance strategy that can address the most daunting business challenges. As such, CA Information Governance helps you tackle the three core information-centric needs of:

- Facilitating proactive enterprise-wide compliance to minimize, and better prepare for, the reactive processes of eDiscovery, eDisclosure, audit and investigation
- Increasing efficiency and productivity to improve business agility
- Reducing overall costs

More importantly, CA Information Governance enables you to meet these needs by simplifying the management of business-critical information to achieve the organizational objectives of:

- Compliance
- Enhanced knowledge sharing and access
- Business continuity
- Operational efficiency

As the policy authority over all enterprise content, CA Information Governance hands control back over to the organization, increasing predictability of costs and repeatability of processes. And, CA Information Governance is unique in its ability to effectively govern and place appropriate business controls on content located in disparate content silos from multiple vendors. This infrastructure-independent approach minimizes the complexity of implementing consistent policies across the enterprise without disruption to your business or end users. For example, content can be managed in-place without requiring data movement or technology replacement, therefore maximizing and leveraging existing IT investments.

### CA Information Governance: The Most Comprehensive Solution Available

CA Information Governance is a comprehensive, modular and scalable solution that facilitates proactive and policy-driven information and retention management enterprise-wide. With it, you can achieve the key Information Governance goals of:

- Retention management of corporate information
- Email management
- eDiscovery and litigation readiness
- Records management
- File management

Specifically, the solution includes:

- CA Records Manager
- CA Message Manager

#### CA RECORDS MANAGER

As core to the Information Governance Suite, CA Records Manager controls and manages physical, electronic and email records, while reducing end-user burden and administrative overhead. Built upon a federated architecture, the solution provides a centralized management console that acts as the policy authority to apply uniform business policies and protect content across disparate enterprise content silos.

The Discovery and Retention Manager module is shared between CA Records Manager and CA Message Manager and provides a common interface that further enables advanced retention management, federated search, eDiscovery and legal hold for record and non-record content across your enterprise.

CA Records Manager has been certified against the U.S. DoD 5015.2 v.3 standard for records management applications and, in support of the federated and infrastructure-independent architecture, maintains the most partnered certifications in the industry.

#### CA MESSAGE MANAGER

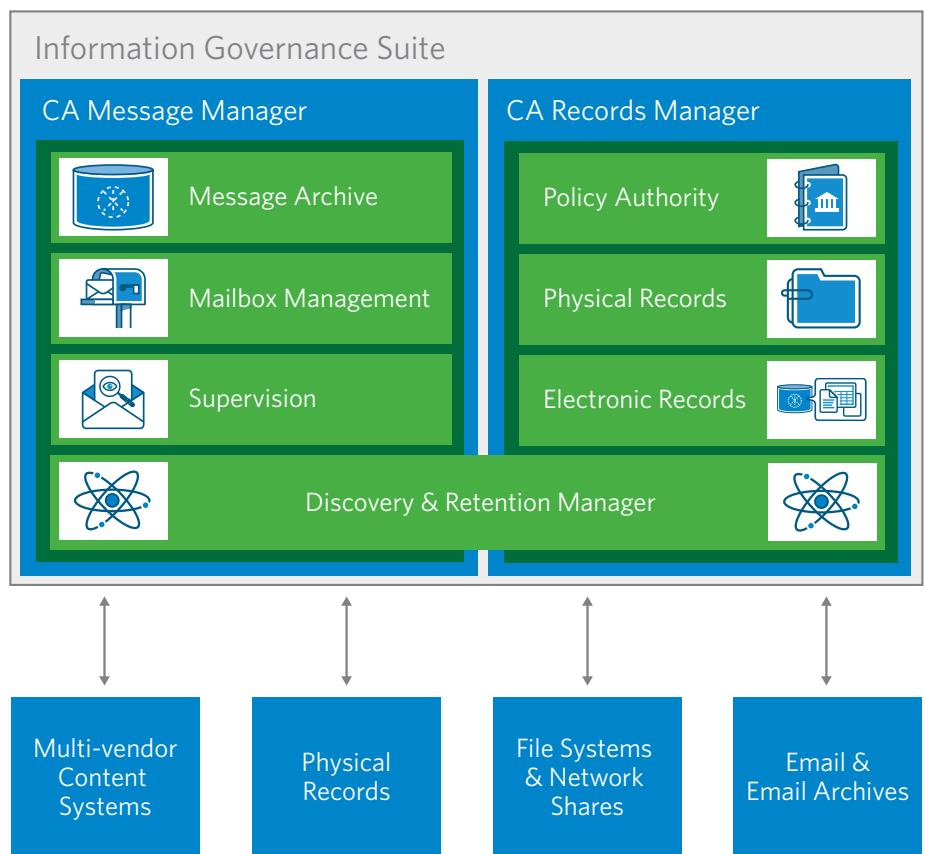
Also core to the Information Governance Suite, CA Message Manager provides industry-leading mailbox management, eDiscovery, retention management and supervision capabilities to enable the archiving, control, management and tracking of electronic communications, such as email and instant message (IM). In this way, the solution delivers the tools to facilitate the cost-effective management of email as an integral part of your overall business.

CA Message Manager is U.S. DoD 5015.2 certified and tightly integrated with CA Records Manager to ensure that email is consistently managed according to corporate retention policies. The Discovery and Retention Manager module shared between CA Message Manager and CA Records Manager furthers this integration and delivers a common interface that enables federation from either solution to other content repositories in order to provide advanced retention management, federated search, eDiscovery and legal hold for record and non-record content throughout an organization.

FIGURE A

CA Information Governance helps you ensure and improve your compliance programs, protect and enable access to valuable information assets and streamline Information Governance processes via advanced retention management, records management, email archiving and eDiscovery technologies.

CA INFORMATION GOVERNANCE



## Increasing Enterprise Performance with CA Information Governance

CA Information Governance is a comprehensive solution for managing, controlling and discovering your enterprise information to ensure your organizational content is protected, accessible and retained according to business objectives. As such, CA Information Governance increases your enterprise performance by helping you:

**REDUCE INFORMATION OVERLOAD** Manages and controls the overabundance of information that can slow your organization and put you at risk. With CA Information Governance, you can improve storage efficiencies and productivity,, effectively remove stale or outdated files based on legal, regulatory and business policies and streamline systems to enable you to derive the most value out of your important information when you need it.

**MINIMIZE ORGANIZATIONAL EXPOSURE** Mitigates risk in a number of areas related to audit, litigation, data protection and business continuity and simply finding critical information to maintain competitive edge. CA Information Governance can reduce risk by delivering continuous compliance and protecting information assets from the threat of unauthorized access, loss or destruction. A centralized management console act as the policy authority for your enterprise and ensures that they are applied consistently across content silos. This approach facilitates compliance with a myriad of regulatory, legislative and corporate requirements and allows you to confront litigation, audit and investigation with readiness and confidence. Moreover, these capabilities enable you to reduce costs associated with risk management, particularly if you have multiple disparate repositories of content, including physical records.

**STREAMLINE COMPLIANCE EFFORTS** Facilitates compliance with government regulations, legislation and corporate best practices, maximizing existing technology investments and aligning people, processes and technologies to deliver enterprise-wide control of information assets. You can leverage advanced retention management, review processing, comprehensive audit trails, flexible reporting and supervision capabilities to meet your varied — and most stringent — compliance obligations.

**ENSURE LITIGATION READINESS** Helps you change the way you perform eDiscovery and eDisclosure by turning these usually intensive and ad-hoc tasks into repeatable processes that reduce costs and minimize business disruption. Through advanced retention management, federated search, discovery and hold, CA Information Governance helps you take control of your information and face eDiscovery with confidence.

**EFFECTIVE COMPLIANCE AND EDISCOVERY WITH CONSISTENT CONTROL OF DISPARATE CONTENT** Helps you control the content found within your silos of information across the enterprise to ensure it is properly managed for compliance and eDiscovery purposes. While multiple applications enable users to manipulate information to meet their needs, they also pose a risk due to their inherent disparate nature. With our federated architecture, however, content can be managed in place and business policies can be applied uniformly for consistency. This enables a proactive approach to risk management that helps you meet compliance and corporate governance mandates while ensuring that response to litigation, audits and investigations are handled effectively and efficiently.

**IMPROVE EFFICIENCY AND PRODUCTIVITY** Saves time and money, and in turn, helps you gain an advantage by empowering users with faster access to the information they need — *when they need it*. Critical processes become repeatable, improving response times to information requests, and additionally increasing your ability to compete by improving service to your external clients. Additionally, these capabilities allow your IT department to improve service to their internal customers by optimizing storage and making it more efficient, thereby increasing overall productivity for all users.

**REDUCE COST** Helps control costs by eliminating many manual tasks. By automating the classification of content based on business value, usage and legal requirements, for instance, you can reclaim storage space and improve productivity and efficiency across your enterprise. CA Information Governance automates processes vital to meeting regulatory requirements, and administrative tasks such as declaration, reviews, supervision workflows, record circulation and disposition processing required to manage information throughout its lifecycle and achieve business objectives.

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#### SECTION 4: THE CA ADVANTAGE

### Building a Complete Information Governance Solution

CA Information Governance combines best-in-class technologies with services that avail broad market experience and demonstrated success in large-scale Information Governance deployments, such as:

**LIFECYCLE ASSESSMENTS** Help you define the right strategy to complement your infrastructure and existing processes, while meeting your varied business requirements and governance demands.

**SOLUTION IMPLEMENTATION ASSISTANCE** Offers a phased approach that reduces risk, speeds deployment and lowers staff learning curves. The result is ease of implementation and alignment with your particular needs.

**SYSTEM HEALTH CHECKS** Help you identify and evaluate use, design and performance of your CA solution to determine the best fit to your infrastructure for peak performance. Periodic health checks help ensure your software is meeting your business objectives while allowing for growth.

**BEST PRACTICES ASSESSMENTS** Review current business policies to streamline processes and improve efficiency and productivity. Thoroughly evaluating your solution-related procedures, policies and retention schedules helps ensure processes align with existing and new procedures. In addition, end-user awareness education can be leveraged to maintain consistency with today's best practices.

**CA TECHNOLOGY SERVICES™** Help you assess your current IT and governance situation, define your goals and implement solutions to gain measurable results. And to keep your CA solutions operating at peak performance, CA delivers unparalleled technical and customer support worldwide and offers training and certification through CA Education.

### Beyond Information Governance

CA Information Governance is an integral part of CA's overall approach to Governance and forms an important set of automated controls within an overall risk and compliance framework. Together with other automated controls systems available from CA, such as those for identity and access management and software compliance management, Information Governance completes the controls automation layer of a comprehensive Governance Risk and Compliance (GRC) framework.

In concert with industry-leading technology, CA Technology Services and our partners help you assess your current governance and compliance needs, define your goals in terms of process improvement and implement solutions to help you gain measurable results as quickly as possible. Our structured, proven, phased approach draws on the expertise and best-practice-based knowledge developed during thousands of successful projects in large and diverse organizations.

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#### SECTION 5: NEXT STEPS

If you're finding that you need to:

- Reduce risk by performing proactive risk management for continuous compliance, while preparing your organization for such reactive processes as audit, eDiscovery, eDisclosure and investigations
- Control information overload, so you can find the right information when you need it to make critical business decisions
- Manage risk to protect your organization from the threat of unauthorized access, loss or destruction
- Move to a centralized management console to ensure policies are applied consistently across all content silos
- Save more time and money for a greater competitive advantage
- Empower your IT department and improve service to internal customers

Take a look at CA Information Governance. Our industry-leading combination of robust technology, extensive professional services, end-to-end education and strategic partnerships can help you create a comprehensive records management, archiving and eDiscovery platform.

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For more information on how CA can help you increase effectiveness and efficiency in your organization, while your reducing your risk and costs, visit [ca.com/ig](https://ca.com/ig).

CA (NSD: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.

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Learn more about how CA can help you transform your business at [ca.com](https://www.ca.com)

