2006 VISIONARY AWARD

Enterprise Messaging Management

symantec™

NATIONAL UNIVERSITY OF SINGAPORE

Tommy Hor

Career Highlights

- Appointed Director of Computer Centre in 2002 to spearhead the IT development of systems supporting teaching, learning, research, and administration

Education

- Master of Philosophy, Computer Science, University of Hong Kong
- Bachelor of Science, University of London (with *honors*)

Recognition/Awards

- 2006 CIO Award, *CIO Asia Magazine*, for successful implementation of campus-wide PC grid that harnessed idle CPU power from 1,300 PCs
- 1998 Teaching Excellence Award, National University of Singapore, for the use of IT in teaching

Key Accomplishments

- High-performance grid computing solution implemented in conjunction with 10 different departments in 2006 that connected 1,300 nodes and provided a peak computer capacity of 3.6 teraflops
- Successful implementation of one of the largest IP telephony networks in the Asia-Pacific region with the deployment of 5,500 IP phones for faculty and staff in 2005
- Established the first CIO Forum in 2004 that brought together all institutions of higher learning in Singapore for collaboration on IT development and sharing of best practices for higher education
- Computer Centre certified as a member of Forum of Incident Response Security Teams (FIRST) in 2003

Tech Trends to Watch

- Data center power distribution and cooling technologies for the support of increasing server density and power consumption
- Security and IT compliance management for corporate governance, regulatory requirements, and secure information management
- Social networking to develop a greater sense of involvement and ownership regarding the development, management, and support of IT services consumed by the public
- Enterprise digital rights management for protection of confidential and proprietary information

Information technology is a critical element in education and research for the National University of Singapore, a global university with more than 28,000 students from 80 countries. With its strong commitment to advancing knowledge and nurturing entrepreneurial talent, the university heavily relies on email, which serves as the primary communication tool connecting students, faculty, and staff.

But with email volume and storage requirements rapidly growing, the Computer Centre for the university found it increasingly difficult to accommodate requests from end users for larger and larger storage quotas while avoiding new storage acquisitions. In addition, university staff needing to retain email for several years found it difficult to manage their own personal email folders that often exceed tens of thousands of messages. Seeking to address these pressing issues, Computer Centre Director and 2006 Visionary Tommy Hor engaged Symantec Consulting Services for help in designing and implementing an enterprise messaging management solution based on Symantec Enterprise Vault™.

Supporting 35,000 mailboxes, the next-generation enterprise messaging solution is the largest Symantec Enterprise Vault deployment in the Asia-Pacific region to date. The Computer Centre team was able to better manage storage acquisition costs while dramatically expanding end user email quotas by as much as 80 fold. This enhances the quality of services to students and staff: students are able to retain all email communication for the entire duration of their enrollment and university staff are able to do so for up to five years (versus maintaining an external email store). With the solution in place, Hor and his team are able to look to the future, supporting ongoing growth in students and staff—and email—while managing increasing IT costs.

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