

Archive One Email Solutions for Local Government

CONFIDENTIAL



As the volume and importance of email messages increases, archiving should be high on your IT priority list

Email is critical for the smooth running of most of the public sector. As more and more of the general public choose to communicate via email, most local councils, regional government departments and other agencies rely more than ever on email data and servers to provide efficient service. Overloading mailboxes and email servers can affect performance and service level agreements. Introducing mailbox quotas is time consuming and may lead to staff removing or even deleting vital data.

Compliance requirements also continue to rise; email messages used to transact public business are public records. Local government & public services must not only be prepared for e-discovery in order to meet Freedom of Information Act requests, they must also meet compliance regulations, policies and directives communicated by The National Archives best practice guidance papers.

Open Government

The Freedom of Information Act was passed to encourage a more open culture within Public Services and increase public access to information. It created two statutory rights; for the requestor to be told if information is held and to have that information supplied (subject to various exemptions) within a 20 working day timescale.

As soon as information is contained in an email system it can be a public record. Administrators and technology officials have no choice but to comply and must be prepared to respond to all inquiries about email.

The evidence and proof at your fingertips

In addition to the ability to respond to external compliance requests quickly, all levels of government must be prepared for electronic discovery process, to meet regulatory audit demands and their internal email policy.

Email is more than a simple and rapid communications tool. It is also a store of information about cases, personnel, projects and best practice.

Local government needs an effective means to identify possible employee policy violation, unprofessional conduct or for example to provide evidence that fire, health & safety policies have been circulated.

Indecs Group's email archiving solution for local government enables adherence to open records, public access and Freedom of Information Act

Our award-winning Archive One solution for Compliance utilises journaling technology to capture copies of every new internal and external email. This email data is then extracted and indexed to allow fast data search and retrieval. The data is compressed and archived to the storage medium used for compliance at your organisation.



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Growing demands on email capacity, performance and service level agreements

All branches of government are witnessing constantly growing email volumes. Emails continue to increase in quantity and size, escalating capacity and performance demands on email servers.

The growth in email size is particularly alarming. Multimedia software is loading email systems with MP3, JPG, AVI and more attachments; even standard programs such as Office and CAD produce ever larger files.

Is your organisation prepared for attachments of more than 10MB, 20MB or even 50MB?

Email Archiving for optimised capacity, performance and e-policy

Using your own email policy criteria, Archive One for Policy selects and archives email from mailboxes, .PST files or public folders automatically and invisibly. The locations, types and retention periods of the archives are flexible and controlled by the system administrators.

The only change the user sees is a slightly different icon for items that no longer physically reside on the email server. Archive One provides end-users with direct access to their own archived information via a simple click on the item in their email client.

No more mailbox quotas & housekeeping needs

Email users gain the impression of an unlimited mailbox. They can just keep on saving their messages while, in the background, Archive One does its job of moving older or larger items onto lower cost storage, removing the hassle of mailbox maintenance such as choosing email for deletion.

Preset specific archiving policies

Archive One includes preset templates to enable public bodies to meet email archiving requirements more easily.

Designed specifically to speed up implementations these pre-set policies save valuable time in determining what to save, and how and where to save it.

Message integrity

Archive One maintains the integrity of archived messages. Restored messages can be exported for further processing or analysis by auditors or legal departments in their original form.

Flexible storage

Archived email is compressed to save on storage space. Archive One stores archived records into multiple repositories that can reside on any type of media and nearly any vendor's storage devices.

Meeting Freedom of Information requests

Coping with email overload and regulations

With 850 staff including Paramedics, Technicians, Patient Transport and HQ staff, Two Shires Ambulance NHS Trust* has fought to control the ever increasing volume of email amidst the need to be able to respond quickly to Freedom of Information requests.

The Two Shires Ambulance Information Technology team chose Archive One Policy to deliver an automated email archiving system for retention and retrieval of its critical email data in accordance with the Freedom of Information Act. Archive One provides the structure for storing and accessing crucial public interest data in accordance with policy and regulations, while reducing the mailbox size overhead by 50%.

The Freedom of Information Act and mailbox capacity overload were the main drivers to choosing Archive One. Every mail in and out of the organisation is archived now. With the FOIL Act we can meet public requests for information without any problems." said Russell Wilson, Senior IT Support Analyst at Two Shires Ambulance NHS Trust

The flexibility of Archive One means that Two Shires can archive email to match many different needs including the creation of multiple storage repositories. Copies of all emails in the Exchange system will be held in separate repositories from the active data repositories accessible to users.

Personal Storage Files (.PST files), which were hard to manage previously and represented a risk

to e-policy enforcement, can now be archived and accessed easily. User access to email is maintained, while overloaded mailboxes are better managed to aid system performance.

Wilson said, "We are now able to control our PST files. Tracking, accessing and managing email content is no longer a headache and the mailbox store size is back under our control; even data backup is more streamlined. Archive One has proven to be easy to install and any permitted staff member familiar with Microsoft Exchange can administer it, plus the user interaction via Outlook is simple and clear."

* Following a national reconfiguration of Ambulance Services, Two Shires Ambulance NHS Trust is now part of South Central Ambulance Service NHS Trust.



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No SQL requirement

Archive One has embedded data management technology and does not require the use of a database (SQL Server) therefore reducing costs and complexity.

Remove dependence on uncontrolled .PST files

Size restrictions on mailboxes often forces users to create a personal archive, known as a .PST files. These files are difficult to locate by administrators without special software .PST files are frequently not part of the normal security backup and maintenance processes and cannot be monitored easily for content according to corporate policy.

If .PST files are unknown to the Administrator, the organisation's ability to limit risk is in jeopardy.

Archive One can find .PST files and archive the messages contained within them. In addition, Archive One can archive the email items, and then move the links into the user's mailbox, therefore removing the need for .PST files.

Improved recovery time

Restore times for the live data store are improved immediately by reducing the amount of data held on the email server.

Service Level Agreements on critical email system restoration times are improved since the total size of the live email database is reduced and constant.

Multi-criteria search & retrieval

Email users are able to use simple or advanced level searching for their archived email.

Administrators also have access to the admin console allowing granular searching of all archived data, or subsets of data according to pre-determined access criteria.

Extensive retention period controls

Archive One supports multiple retention periods to allow your organisation to meet differing compliance regulations for different groups or job functions. Messages are removed automatically once the retention period is passed. Retention periods can be extended or reduced to remain in line with current regulations.

Remote user access

Archive One enables end users with valid security access to gain access to their personal archive data from web browsers in remote locations and on a variety of platforms.

Search within live Exchange stores

Designed to find information within email systems that are fully running, Archive One for Discovery accesses live, un-archived information on email servers, ensuring all current information is included for e-Discovery request.

Mailbox privacy and integrity

Email can contain important information about many subjects and people. While authorized officials should have rights to look for specific subjects, other staff should not be able to browse private and personal information, accidentally or otherwise.

Archive One for Access Security can monitor and report on the all the access rights and permissions setting within a Microsoft Exchange system. Both administrators and users can remain confident that messages stored in the email system have integrity and remain secure.

Enhanced compliance security

Authorised officials are able to implement tiered delegation, allowing lower level operators to perform their duties without jeopardising the security of the whole archive.

All you need is ...

To take advantage of all the benefits that Archive One can provide, you will need:

- Microsoft Exchange
- Your own choice of suitable storage device or disk space

IMPORTANT



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Tyler Schools District Selects Award Winning Email Archiving System to Satisfy Public Information Act

C2C was awarded the Microsoft Customer Experience Award, at the 2006 Microsoft Partner Program Awards, for delivering superior customer service by demonstrating its understanding of its customer's needs based on deployment of the software at Tyler Independent Schools District (TISD).

The largest school district in Northeast Texas, USA, TISD maintains a total of 35 campus and auxiliary facilities, and serves an enrolment of approximately 18,000 students. TISD maintains a large amount of important records, on not only current enrolments but also historical data.

"We went to a seminar sponsored by Texas Association of School Business Officials and came away feeling slightly ill," says John Orbaugh, Director of Technology Services for TISD.

Because he says he "doesn't look good in an orange jumpsuit," Orbaugh began to evaluate email

archiving software and eventually settled on Archive One.

From the initial meeting the whole solution was selected and implemented within two weeks. The installation and commissioning took place in a single day.

Orbaugh explains, "I was truly impressed at the timescale in which this solution was implemented; the workload on us was minimal." The solution is now fully operational for 2,500 mailboxes throughout the entire school.

"The new archiving solution has placed our district in a favourable position, where we are protected from a potential accusation of not providing all information requested by a citizen."

"We can also show that our email records are in a tamper-proof storage system and that we can easily search and retrieve emails using the extensive search tools within the application," says Orbaugh.

About Indecs Group

We offer email archiving and management solutions which reduce risk, optimise performance and minimise compliance issues for over three million users at more than 2,000 organisations world-wide.

Based on their in depth understanding of message management, we developed our award-winning Archive One suite to help organisations comply with regulations and minimise mailbox size.

The Archive One solution includes

- **Compliance** for good governance and legal enforcement
- **Policy** for mailbox capacity and e-policy issues
- **Access Security** for enhanced mailbox integrity
- **Discovery** for full message search and e-discovery in 'live' Exchange stores

Indecs Group also offers rapid-response tools for email performance, security and crisis control.



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