

West Coast Regional Council Achieves Maximum E-mail Storage Efficiency with Quest® Archive Manager

The West Coast Regional Council is a local government organization responsible for natural resource management on the West Coast of the South Island in New Zealand. They employ approximately 40 people. They administer resource consents and monitor these for compliance, as well as monitor other activities for environmental impact.

The Challenge

The West Coast Regional Council sought an e-mail solution that could help them improve the management of e-mail storage requirements and more efficiently archive e-mails, as well as provide better search facilities for their e-mail. "Staff members at the West Coast Regional Council were using Microsoft Outlook as a filing system. Some staff members were not deleting messages at all, and had huge mailboxes of several thousand messages dating back to seven years," said Les Gibbs, IT manager, West Coast Regional Council.

Coincidentally, this culminated with Microsoft Exchange reaching the maximum size limit a few days before Archive Manager was scheduled for installation. When staff members left, the only way to deal with mailboxes was to archive to a PST file and burn the file to CD before deleting the mailbox. This meant that there was a likelihood of important corporate information that would not be accessible. There was always a concern that there would be a legal discovery request for all information related to a particular client or matter. Under the previous system, there was no practical way the West Coast Regional Council could provide this information, if e-mails had already been deleted.

When looking for an e-mail management solution, the West Coast Regional Council identified several key drivers, including: efficient storage of the volumes of e-mail that continued to increase, legislative compliance, enterprise e-mail search capabilities and staffing changes that opened the possibility of lost corporate data that is essential.

The installation of Archive Manager at the West Coast Regional Council was straightforward. According to Gibbs, "Archive Manager was installed by iKnow New Zealand Limited [a local consultant] remotely from Wellington in half a day. We already had all the requirements in place for the database and Web server interface."

The Quest Solution

"Just the very basic message-stripping policy we put in place has saved us four gigabytes of Microsoft Exchange storage space. Searching for a message in Archive Manager takes a few seconds compared to several minutes using Microsoft Outlook," said Gibbs.

Archive Manager provides a record of all e-mail-based communication in a readily accessible format. It also provides a reduction of load on the Microsoft Exchange server and easier management and administration of e-mail. In addition, operational efficiency and legislative compliance can be achieved, and single instance storage ensures maximum storage efficiencies.

The product can be configured to manage e-mail in staff mailboxes, leaving the organization confident that all the e-mails are archived in Archive Manager. "The searching capability of Archive Manager, even just within your own mailbox, is absolutely brilliant and so much faster

Overview

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- Les Gibbs,
IT Manager,
West Coast Regional Council

Headquarters

Greymouth, New Zealand

Critical Needs

A solution that improves the management of e-mail storage requirements and provides better e-mail archives.

Solution

Quest® Archive Manager

Results

- Improved server performance
- Ensured maximum storage efficiencies
- Reduced the store size by several gigabytes
- Simplified the management and administration of e-mail



than with Exchange. On my own mailbox, I now have Archive Manager deleting anything older than a few weeks, unless it has been flagged for follow-up, as it is so much quicker to find older messages in Archive Manager than it is in Outlook," said Gibbs.

The Bottom Line

As soon as Archive Manager was installed, the West Coast Regional Council put in place a basic stripping policy that archived all messages older than a year and replaced them with a stub message with a link to the message in Archive Manager. This immediately reduced the Microsoft Exchange store size by several gigabytes.

Once an e-mail message is found, it cannot be modified, ensuring the overall system complies with records management policies. Archive Manager is providing benefits across organizations, improving server performance, providing greater accessibility to messages and corporate knowledge, and ensuring that all messages are captured and stored as a permanent record.

About West Coast Regional Council

The role of the West Coast Regional Council is to work with the people of the West Coast to sustain and manage the environment for the social, cultural and economic well being of present and future generations. In addition to managing the environment, their activities include: pollution control, pest plant and animal control, flood control and land transport.

About Quest

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