

AfterMail provides Upper Hutt City Council with a valuable legislative compliance tool



Upper Hutt City Council serves a community of over 36,000 residents and interacts with a wide cross section of the community.

The Council structure starts with the Mayor and elected members, through to CEO, Directors, Managers and staff. Upper Hutt City Council employs approximately 130 staff.

The Council operates a number of services to maintain the lifestyle enjoyed by the residents of Upper Hutt City including;

- Animal Control
- Building Control
- Cemetery
- City Planning
- Emergency Management
- Environmental Health Services
- Recreation & Community Affairs
- Library
- H2O Xstream

Email is extensively used within the organization for communication. Given such importance, and the nature of its business, the Upper Hutt City Council sought a solution that could manage the organization's email, and reduce the likelihood of a key piece of information being lost. "In situations where staff had deleted an important email and wanted it restored we weren't able to do that easily and quickly as it meant rebuilding an exchange server to restore from tape," says Ewen Church.

When looking for an email management solution, The Upper Hutt City Council identified several key drivers including:

- Access to essential corporate information;
- Storing the ever-increasing volumes of email;
- Providing enhanced email management to quickly and easily retrieve 'lost' or 'deleted' emails;
- Compliance with their document management project in terms of record keeping;
- Legislative compliance.



Customer Overview

Country: New Zealand

Industry: Government

Platform: Microsoft Exchange

Profile:

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AfterMail Partner



<http://www.iknowgroup.co.nz>

Key reasons why The Upper Hutt City Council selected AfterMail

No client software to install.

AfterMail provides a record of all email-based communication in a readily accessible format.

Fast and easy implementation.

Single instance storage ensures maximum storage efficiencies.

Operational efficiency and legislative compliance can be achieved.

The installation of AfterMail at The Upper Hutt City Council was straightforward. AfterMail partner, iKnow New Zealand Limited, brought to the table an in depth knowledge of AfterMail and the customer's requirements. According to Church, "Before AfterMail the rapidly expanding Exchange store of email messages – which although somewhat contained by quota allowances – meant that we risked losing valuable corporate emails due to staff deleting them rather than saving them appropriately."

Another benefit of AfterMail is that the system "provides a level of comfort knowing that we can retrieve any email at any time. The Upper Hutt City Council will be rolling out access to AfterMail soon to all staff so that they can access their own records." The ability of AfterMail to capture all messages ensures that messages – even if they are accidentally deleted from the server – will still be stored in the AfterMail system. "So far we have used AfterMail purely as a systems administration tool to allow the IS team to retrieve 'deleted' emails. This in itself has proved the value of AfterMail time and time again!"

The AfterMail solution

Now, using AfterMail, all email messages sent and received are captured and stored, and this information can be easily accessed

Once an email message is found, it cannot be modified, ensuring the overall system complies with records management policies. AfterMail is providing benefits across the whole organization, 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 AfterMail

AfterMail is a next generation email management solution that addresses current email archiving, storage and compliance challenges, while also providing a forward looking platform for email enabling line of business applications.

AfterMail has been designed to be implemented quickly, with minimal impact to an organization's email systems and existing tools.

AfterMail transforms email into enterprise information.

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A big weakness in the past has been legislative compliance in terms of records and being able to produce them when required, particularly when involving court cases. Aftermail has solved that problem for us in dealing with emails.

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Ewen Church, Upper Hutt City Council

For more information

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