

Maximum email storage efficiency achieved for the West Coast Regional Council



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 administer resource consents and monitor these for compliance as well as monitoring other activities for environmental impact.

The West Coast Regional Council sought an email solution that could help with their main challenges of finding a way to better manage email storage requirements; provide a better archive of all emails; and better search facilities for their email.

“Staff 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 up to 7 years.” says Les Gibbs, Information Technology Manager.

Co-incidentally this culminated in Microsoft Exchange reaching the maximum size limit a few days before AfterMail was scheduled for installation.

When staff 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 there was the likelihood of important corporate information not being accessible.

There was always a concern that there will 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 emails had already been deleted.

When looking for an email management solution, the West Coast Regional Council identified several key drivers including:

- Efficiently storing the ever-increasing volumes of email;
- Legislative compliance;
- Staffing changes and the possibility of losing essential corporate data;
- Enterprise email search capability.

The installation of AfterMail at the West Coast Regional Council was straightforward. According to Les Gibbs, “AfterMail was installed by iKnow remotely from Wellington in half a day. We already had all the requirements in place of the database and web server interface.



THE WEST COAST
REGIONAL COUNCIL

Customer Overview

Country: New Zealand
Industry: Local Government
Platform: Microsoft Exchange
Key Driver: Storage

Profile:

The West Coast Regional Council is a local government organization responsible for natural resource management on the West Coast of the South Island and employs approximately 40 office staff.

AfterMail Partner



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

Key reasons why the West Coast Regional Council selected AfterMail

- AfterMail provides a record of all email-based communication in a readily accessible format.
- Single instance storage ensures maximum storage efficiencies.
- Operational efficiency and legislative compliance can be achieved.
- Reduction of load on the Microsoft Exchange server and easier management and administration of email.

How AfterMail helped

As soon as Aftermail 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 AfterMail. This immediately reduced the Microsoft Exchange store size by several gigabytes.

The system manager can now just delete the Microsoft Exchange mailbox of staff leaving the organization, confident that all the emails are archived in AfterMail.

“The searching capability of AfterMail even just within your own mailbox is absolutely brilliant and so much faster than Exchange. On my own mailbox I now have AfterMail 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 AfterMail than it is in Outlook” says Les Gibbs, IT Manager.

The AfterMail solution

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

“
Just the very basic message stripping policy we have put in place has saved us 4 GB of Microsoft Exchange storage space. Searching for a message in AfterMail takes a few seconds compared to several minutes using Microsoft Outlook.
”

Les Gibbs, IT Manager

For more information

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