Whangarei District Council achieves
legislative compliance with AfterMail

Whangarei is the largest city in the district with an urban population of 47,000. The Whangarei District Council covers an area that extends from Langs Beach in the south to Bland Bay in the north and westwards towards Dargaville, with a total population estimated at 71,400.

The Whangarei District Council sought an email solution that could help with their main challenge of ensuring retention and archive of email as a legislative requirement.

Their second aim was a technical one. Typically the management of space in Microsoft Exchange is inefficient. Add to this that users at the Whangarei District Council were not deleting email and had built large folder structures in the PST files - three years worth in some cases.

"Legislative was number one pressure for change. Emails are legal documents that need to be retained in our business. However one problem spawns another i.e. keeping all email requires space and increased volume. However AfterMail helps with efficient management of the attachment store" says Bob Wolff, Information Technology Manager.

When looking for an email management solution, the Whangarei District Council identified several key drivers including:

Legislative compliance;

Efficiently storing the ever-increasing volumes of email;

Becoming less reliant on PST files;

Enterprise email search capability.

Key reasons why the Whangarei District Council selected AfterMail

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

Single instance storage ensures maximum storage efficiencies.

Legislative compliance can be achieved.

Customer Overview
Country: New Zealand
Industry: Local Government
Platform: Microsoft Exchange
Key Drivers: Compliance

Profile:
The Whangarei District Council covers a large area with a total population estimated at 71,400. Whangarei District Council employs approximately 220 staff.

AfterMail Partner

iKnow

http://www.iknowgroup.co.nz

How AfterMail helped

The Whangarei District Council has a small IT team, however iKnow NZ Limited were able to assist with the installation and also ran training seminars for their 350+ users. Whangarei District Council now has one person responsible for AfterMail who spent one week initially with installation. Following this, approximately 3-4 months was spent migrating the PST store. The actual time spent on this task during the 3-4 month window would have been half his time for a few weeks.

They spent a lot of time with users one-on-one. This was to assure users that AfterMail captured all their emails, retained the folder structure and enabled them to reduce their reliance on PST files. This eventually led to getting rid of the PSTs altogether.

Now, using AfterMail, all email messages sent and received are captured, stored, and easily accessible resulting in the following key benefits:

- AfterMail records every email sent and received. Gets audit sign-off because of the assurance that every email is captured;
- The ability to convert six months worth of MailMarshal documents that needed archiving;
- Whangarei District Council was able to migrate PST files in to AfterMail. 20% of people had 90% of the PST. Implementing AfterMail enabled them to remove all the PST and the burden on storage and get it into central email archive store;
- Replicated folder store from email. AfterMail listened to Whangarei and replicated that functionality for them (a key partnership message);
- AfterMail's single attachment store resulted in a significant reduction of space required. Files are all in one place in the attachment store within AfterMail, which not only stores a single instance of each attachment but efficiently stores them too.
- The ability to conduct enterprise email searches.

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.

> "
> The key benefit for the end user is their ability to quickly retrieve archived emails and prove that the email was created and sent, this is something that previously had been in doubt.
> "
>
> Candy Kunis, Business Activity Information Administrator

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