CASESTUDY

Malvern Hills District Council

E-Mail Archiving with PAM for EXCHANGE

Professional Archive Manager for Exchange

„A district which has first class services and facilities, is clean, safe, healthy and prosperous, and has vibrant and active communities. Using **PAM for EXCHANGE** we are secure in the knowledge that email data is stored away from the Exchange server.“

Chris Delaney, System Administrator,
Malvern Hills District Council

PAM for EXCHANGE Professional Archive Manager for Exchange

The email archive engine that guarantees fast return on investment.
Compatible with MS Exchange Server 2000/2003/2007.

PAM for EXCHANGE offers tamper-proof, long-term storage of emails with easy retrieval capabilities and full-text searching. Unlike traditional storage methods, it is interactive, enabling users to access and retrieve archived email messages at any time, immediately and transparently. **PAM for EXCHANGE** pulls an email from the MS-Exchange Store and leaves behind a link in the same spot.

This link is also registered in a relational database (ORACLE or MS-SQL Server) and serves as a reference to the new actual storage location.The email itself is compressed and stored on the designated storage media, which in turn saves additional storage space.

Malvern Hills District Council

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Malvern Hills District Council provides local government services for south west Worcestershire in the UK. Their responsibilities include providing information and services to the people living in the area and maintain the highest possible standard of living for the community. International Government activities and initiatives are passed to local councils in order for them to convey the message to the public.

Malvern Hills District Council recognizes that information is one of their most important assets. Delivering and sustaining this information is a crucial component in the council to maintain good relations with the people of the district. There is an increase of information management strategies taken up by public sector organizations in the attempt to act as good examples for other industries. Specifically at Malvern, compliance pressures increase the likelihood of data management solutions such as archiving to be implemented.

Project Overview

Organization:	Malvern Hills District Council
Branch:	UK Government / Public Sector
Challenge:	Eliminating large sized mailboxes and following information management guidelines.
Solution:	Implement a central archive and use adaptable retention policies to comply with guidelines.
URL:	http://malvern.whub.org.uk

The Challenge

Before performing a migration from Exchange server 2000 to 2003 a number of large sized mailboxes were found on the Malvern Exchange system. These mailboxes were having a detrimental effect on the system performance and a solution was required. It was clear to Malvern that they needed to improve system performance for the new Exchange environment. They did not want the problem of oversized mailboxes that would harm the effectiveness of the Exchange architecture.

At the time, Malvern were also in the process of developing new internal guidelines for information management which indicated that provision was required for the long term storage of archived email data.

The Solution

The ability to centrally archive was a big factor in choosing **PAM for EXCHANGE**. An information store can be implemented and managed at one location and this location can be mirrored to another site which acts as a back-up. Malvern's exchange architecture necessitated the gathering of email messages into one location in order to manage the archive proficiently. An important aspect of the implementation was to gather every PST that was on the Malvern network and import them into the central archive.

PAM for EXCHANGE also allowed for the long term storage of email messages to follow the internal information management guidelines in development. Customisable retention policies were used on archiving jobs to save the relevant messages for the desired amount of time. The archiving software is a simple but scalable solution that gave Malvern the opportunity to set filters on particular message types so they could be stored for a particular amount of time before being marked for permanent deletion.

Manual archiving

Malvern decided upon a policy to archive all email older than 30 days and only important business documents. They decided that the users had to take some responsibility in the organization of their mailboxes and encouraged them to keep them as organised as possible without risking the loss of business records. Emails deemed to be sufficiently important were left and were archived as soon as they became 30 days old. Most users required no additional software installation and were able to begin using their archived emails immediately. The feedback from the users has been nothing but positive with the new archiving changes:

"Users have reacted very positively with very few helpdesk calls which illustrates just how easy it is for **PAM for EXCHANGE** to integrate with MS-Outlook."

A small number of users required additional control over their archive which meant installing the **PAM for EXCHANGE** MS-Outlook Add-In. This has given these users the ability to restore archived items manually should they need to.

The Implementation

The initial installation was a simple process. It took under a day and was performed by a skilled H&S consultant. The next step in installation was to synchronize users from the current AD directory into the archiving system.

Current scheduled archiving jobs include the storing of all messages older than 30 days (not every mail) and all sent items.

Implementation phases:

- Installation of **PAM for EXCHANGE**
  Configure AD components of Professional Archive Manager for Exchange.
- Begin publicizing email changes to the user
  (Slight Outlook icon change, encourage large sized user mailboxes to manage e-mails as business records and save attachments to network folders where possible).
- Set retention policies and email archiving jobs
- Gradual integration of user mailboxes to the archiving system including PST files where found.

Presented by Authorized Business Partner

www.hs-soft.com/email-archiving

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