

## ArcMail Defender helps Louisiana Homeland Security manage critical email.

**Organization:** The Louisiana Governor's Office of Homeland Security and Emergency Preparedness **Location:** Baton Rouge, LA  
**Client Since:** February 2008 **Product:** Defender U220

The Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) is charged with coordinating statewide efforts to prevent, prepare for, and respond to natural and man-made disasters. The agency's IT department supports 210 full-time staff in two locations, and also has to be ready to support several hundred more workstations on short notice.

In the event of an emergency, GOHSEP offices serve as the state's primary command center and may host up to 500 visiting personnel from other agencies, ranging from human services providers to the U.S. Coast Guard.

According to GOHSEP'S IT Section Chief, Peter Main, an important aspect of the agency's emergency-preparedness is to be able to immediately scale its daily email volume from an average of 5,000 messages per day to 15,000 or more. Many of these emails typically include large attachments such as photographs, maps, diagrams and extensive reports.

### Responding to discovery orders.

Mr. Main said that before GOHSEP began archiving email with the ArcMail Defender appliance in February 2008, email was retained in individual user mailboxes, network backup tapes and PST files stored on CDs and DVDs. The need for an efficient archiving solution became more apparent when agency email was subpoenaed in litigation related to the hurricane Katrina disaster.

"A plaintiff's attorney requested every email containing specific key words that went through the agency during a three-month period," Mr. Main said. "This potentially included hundreds of thousands of emails. Without a searchable archiving solution like Defender, your choices are basically to search through individual mailboxes and backup files, or hand over all your email to the attorneys and let them do it. Obviously, neither of those are desirable options."

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## The Louisiana Governor's Office of Homeland Security and Emergency Preparedness

*"I can search by keywords, dates, subject, and other parameters and find what I'm looking for in minutes instead of hours. Defender puts us light years ahead of the game."*

*- Travis Johns, IT Security Specialist  
GOHSEP*

### About

#### *The Governor's Office of Homeland Security and Emergency Preparedness*

The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) was created by the Civil Act of 1950 as the Louisiana Office of Homeland Security and Emergency Preparedness (LOHSEP). The name was changed in March of 2006 when the agency came under the Governor's Office.

Since 1990, the GOHSEP has managed over 25 Federal Disaster Declarations and has coordinated several hundred State Disaster Declarations authorized by the Governor. The agency's mission has evolved to include the spectrum of natural and man-made disasters, and as of 2003, the duties and responsibilities of supporting Louisiana's Homeland Security needs.

In 2007 GOHSEP was honored to receive National accreditation through the Emergency Management Accreditation Program (EMAP).

[www.ohsep.louisiana.gov](http://www.ohsep.louisiana.gov)

# SUCCESS STORY

## **A better way to secure and find email.**

The ArcMail Defender U220 is now automatically indexing and storing all of GOHSEP's incoming, outgoing and internal email and attachments. The agency also imported email into Defender that had been stored in PST files. Travis Johns, the agency's IT Security Specialist, said that the search function in Defender's interface greatly simplifies the process of responding to discovery orders.

"I can search by keywords, dates, subject, and other parameters and find what I'm looking for in minutes instead of hours," she said. "Defender puts us light years ahead of the game."

## **Contact Us**

To learn more about ArcMail's complete email archiving and management solutions, email [sales@arcmail.com](mailto:sales@arcmail.com), call 866-417-6495 or visit [www.arcmail.com](http://www.arcmail.com).

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