

ArcMail Defender helps Sacred Heart Hospital ensure legal compliance and optimize server performance.

Organization: Sacred Heart Hospital **Location:** Eau Claire, WI
Client Since: November 2007 **Product:** Defender U380

Problem

Brian Jorgenson, Systems Administrator for Sacred Heart Hospital in Eau Claire, Wisconsin, began evaluating email archiving solutions in 2007. With email now being the primary medium for internal and external communications and document exchange, the hospital wanted a more secure and efficient solution for storing and recovering email to ensure compliance with the Health Insurance Portability Accountability Act (HIPAA) and the Federal Rules of Civil Procedure (FRCP).

Coincidentally, only one month before Sacred Heart began archiving with the ArcMail Defender U380, the hospital received a discovery order and had to locate several emails on the hospital's Microsoft Exchange 2003 server. "I wish we'd had Defender at the time," Mr. Jorgenson said. "It took us several hours to find the emails on the server. With Defender, it takes minutes."

Solution

Sacred Heart's 1300 email users quickly saw the advantages of having ArcMail Defender automatically index and store all incoming, outgoing and internal email. "People tended to keep email in their inboxes until they'd hit the limit and couldn't send or receive email," said Mr. Jorgenson. "Then they'd save their mail to large PST files, which take up space on the file server. Now, we're implementing a policy that will automatically delete users' email after a certain period of time, and they know they can easily find any older messages and attachments on Defender."

Sacred Heart evaluated several other archiving solutions, including software-based systems. "We liked ArcMail's appliance-based approach because it's an all-in-one solution," Mr. Jorgenson said. "No additional servers or software licensing fees, and less maintenance. And it's much easier to configure. We had the Defender up and running in about an hour."

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Sacred Heart Hospital

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About

Sacred Heart Hospital

Founded in 1889, Sacred Heart Hospital is a 344-bed acute care, regional medical facility providing basic and specialty services to the people of north central and northwestern Wisconsin. The hospital's 1600 employees exchange approximately 7000 emails per day on the Microsoft Exchange 2003 and 2007 platforms. Sacred Heart has been archiving email with the ArcMail Defender U380 since November 2007.

www.sacredhearteauclaire.org

SUCCESS STORY

Value

In addition to the lower purchase price, Mr. Jorgenson noted several other immediate cost-saving benefits of archiving with ArcMail Defender, including:

- **Extended server life and better performance.** “Not storing old mail on the Exchange server gives us 30 to 40 percent more capacity. We’re also importing the old PST files into Defender and freeing space on the file servers.”
- **Reduced network back-up times and tape utilization.** “We’re no longer backing up mailboxes the size of Texas every night. And if we ever have to recover the network from back-up, it will be much faster.”
- **Better employee productivity.** “The employees love how easy it is to find and retrieve email with the search function, and the fact that they don’t have to deal with the Mailbox Full hassles or do their own archiving.”

A solid infrastructure for growth.

Within the next several months, Sacred Heart may be incorporating an additional 600 users from another hospital, migrating entirely to the Exchange 2007 platform and adding a voicemail function. Mr. Jorgenson estimates that even with the additional volume and file sizes, the Defender U380 will meet Sacred Heart’s archiving needs for another 5 to 6 years. “The reporting function also helps with planning because it gives me a clear picture of our usage trends over time,” he said.

“We’re very satisfied with the product and the company,” Mr. Jorgenson added. “It’s easy to implement, administer and use, with excellent functionality and storage capabilities. Overall, ArcMail has delivered great value for us.”

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Contact Us

To learn more about ArcMail’s complete email archiving and management solutions, email sales@arcmail.com, call 866-417-6495 or visit www.arcmail.com.

