

## South Bend Community School Corporation uses ArcMail Defender to comply with the new FRCP, archiving 250,000 emails per day.

**Organization:** South Bend Community School Corporation

**Location:** South Bend, Indiana **Client Since:** December 2006

**Product:** ArcMail Defender U380

### Problem

Like many organizations in the public sector, the South Bend Community School Corporation made it a priority to implement a comprehensive email archiving strategy when the new Federal Rules of Civil Procedure (FRCP) went into effect in December 2006. The FRCP require organizations that operate within the U.S. to manage their electronic data so that it can be produced in a timely and complete manner in response to discovery orders arising from civil litigation.

Even for school districts that seldom receive discovery requests, email archiving is now an essential operational requirement. Failure to be able to produce relevant emails and attachments can result in fines, and a presumption by the courts that the information in question would have been detrimental to the school district's defense.

According to Patrick Stalvey, Network Administrator for the South Bend Community School Corporation, being able to comply with the FRCP was the district's primary objective for evaluating email archiving solutions. Stalvey is one of three administrators who manage the servers and networks for the school district's 3,100 employees and 21,740 students across 38 locations.

In 2006, the district changed its email application from CommuniGate to Microsoft Exchange. "We had a software archiving solution with CommuniGate," Stalvey said, "but it didn't archive everything we needed, so we decided to look at appliances when we made the move to Exchange."

### Solution

Stalvey contacted several email archiving vendors, and liked what he saw during the live Web demonstration of ArcMail Defender. "Being able to use the Web interface to find and restore messages and attachments by keywords and time-frames is very useful," he said, because it is not uncommon for the district's users to accidentally delete entire mailboxes.

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## South Bend Community School Corporation

*"Compared to the other solutions we looked at, ArcMail Defender is simple to set up and maintain. Other than checking the updates and stats, I really have no daily interaction with it. It just works!"*

*- Patrick Stalvey,  
Network Administrator  
South Bend Community School Corporation*

### About

#### *The South Bend Community School Corporation*

The 3,100 employees of the South Bend Community School Corporation provide educational and support services to 21,740 students in 38 K-12 public schools in South Bend, Indiana.

[www.sbcsc.k12.in.us](http://www.sbcsc.k12.in.us)

# SUCCESS STORY

He was also impressed with ArcMail Defender's easy set-up and configuration. "We talked to one of ArcMail's techs during the Web demo, and he explained the set-up for our system. It was much simpler than what we would have had to do with other vendors. The actual installation and setup took about 30 minutes. And there was no downtime while we switched archiving from the CommuniGate solution to ArcMail."

Another major consideration in South Bend's selection of ArcMail Defender was its extremely low maintenance. "Other than checking the updates and stats, I really have no daily interaction with it," Stalvey said, referring to ArcMail Defender's reporting function. "I can take a quick look at the graphs to see if there are any unusual spikes in traffic."

## Value

During the year since South Bend began using ArcMail Defender, the district has not had to respond to any discovery orders, but the automatic archiving of approximately 250,000 incoming, outgoing and internal emails per day across 4,000 user accounts provides the administration with worry-free assurance of that capability.

The ArcMail Defender archive is also a secure and complete record of all district communications and transactions conducted through email. This critical data is centrally stored on ArcMail Defender instead of taking up space on the Exchange server. Email and attachments can be easily found and restored through the Web-based interface but cannot be altered or deleted.

Stalvey has had only one occasion to call ArcMail's technical support. "We had an email that was looping and being copied multiple times. Dealing with various vendors' tech support, I often get recordings, or someone reading troubleshooting tips from a cue card. So it was refreshing when the person at ArcMail who answered the phone had the answer and we were able to fix it right away."

## 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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