

The Galesburg School District discovers multiple benefits of archiving with the ArcMail Defender U120.

Organization: The Galesburg School District **Location:** Galesburg, IL
Client Since: April 2008 **Product:** Defender U120

According to Galesburg's Technology Director, Rick Lawsha, the district began evaluating email archiving solutions at the beginning of 2008, primarily to be able to comply with legal requirements pertaining to email retention. Laws such as the Federal Rules of Civil Procedure require both private and public sector organizations to provide relevant email and attachments in response to discovery orders arising from civil litigation.

After deploying the ArcMail Defender U120 for four months, Mr. Lawsha had an informed perspective on the importance of email archiving, his criteria for selecting an archiving solution and the school district's return-on-investment.

The difference between backing up email...

"We've used backup to restore entire mailboxes, but it's not practical for restoring individual emails that a user has deleted. You have to restore the whole mailbox to a temporary location and then find and peel off what you're looking for — it's a long cumbersome process."

... and archiving with ArcMail Defender.

"The Defender's browser-based search and restore functions have certainly come in handy. Instead of restoring the whole mailbox from backup, you can span a time range by user, sender, subject or key words in the text. Having the users able to retrieve their email with no intervention from me is fantastic."

Better employee productivity.

"Many of our users would archive their own email, with varying levels of success. Some people were archiving the PST files by putting them on flash drives. That's not only insecure, but also cumbersome and unreliable."

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"A big plus for the ArcMail appliance is that it's a complete solution in one self-contained box. You put it in your rack, you configure it and you walk away."

- Rick Lawsha,
Technology Director
Galesburg School District

About the Galesburg School District

Formally known as the Community Unit School District #205, the Galesburg School District serves approximately 5000 K-12 students in Knox and Warren counties in western Illinois. As part of its progressive educational philosophy, the district is committed to helping every student acquire essential critical thinking skills, in addition to learning the fundamentals of language arts, sciences, mathematics and social studies. For more information, visit www.galesburg205.org

"Now, no one has to archive or worry about deleting email because they know they can easily get it from the Defender. They can find and restore a deleted email in seconds — instead of taking three hours of my time. It's worked perfectly every time."

Better server performance, faster back-ups.

"Because of the confidence we have in the Defender, we've lowered our retention rate for deleted email boxes and folders from 6 months to 3 months. And we purge deleted email from the server after three weeks, so Exchange is running lean and mean. The size of the mail store has shrunk. Backups are quicker and emails are faster."

Set it ...

"We don't have time to babysit anything on the network, and the Defender is definitely a set-and-forget appliance. The documentation for Exchange 2007 had clear instructions on how to turn on journaling and create active directory users. I especially like that you don't have to go to each workstation and load something on for the users to be able to recover deleted emails. You just give them a web address and they can quickly restore their own emails."

... and forget it.

"I know it's working fine because it sends me an email every day with usage stats. It takes me two seconds to check that email and I can move on to the next thing. With the RAID configuration, I know that if a drive ever fails, the other one will continue running and the Defender will notify me and ArcMail immediately via email."

Excellent value and lower cost-of-ownership.

"We looked at other solutions with more bells and whistles. You put their software on your server, you're responsible for the updates, and you have to install something on every client. You've got more cost, more set-up and maintenance and the potential of finger-pointing vendors. A big plus for the ArcMail appliance is that it's a complete solution in one self-contained box. You put it in your rack, you configure it and you walk away."

Flexible ...

"I like that I didn't have to hook up a keyboard and monitor to the appliance — I can just access it from any computer in the district from the web interface. We're using the Defender over a wireless link and have had no trouble. It doesn't use much bandwidth."

... and efficient.

"The Defender is very efficient about how it handles duplicate emails and attachments sent to mailing lists. We've been archiving several thousand emails per day for the past four months and have only used 2 percent of our storage capacity."

The confidence of being prepared.

"We haven't had to respond to any discovery orders, but I know other districts that have, and without a solution like the Defender, it's very difficult. We're completely confident that we can quickly respond to any legal requests, and that we have a secure archive of some of the district's most important data."

Contact Us

To learn more about ArcMail's complete email archiving and management solution, **call 866-417-6495** or **visit www.arcmail.com**.

