

## Case Studies

### Alliance Coal, LLC



#### Challenge:

Alliance Coal, LLC, is a diversified producer and marketer of steam coal to major United States utilities and industrial users. It is the fourth-largest coal producer in the eastern United States. With over 475 mailboxes, two clustered servers and 15 locations, Alliance Coal, LLC began looking for a solution that would assist them in addressing issues such as archiving, mailbox reclamation and centralized management. With roughly 12% of their users over 2G mailbox size, performance concerns were rising. “At Lotusphere, we met with several vendors on our short list,” says Richard Armstrong, Senior Domino Engineer Alliance Coal LLC. “The challenge was trying to find a Domino specific product that was easy to maintain, straightforward and had a rich feature set for future projects.”

#### Solution:

##### **Mail Attender® for Lotus Notes**

Quickly following Lotusphere, Alliance Coal, LLC selected Mail Attender for Notes from Sherpa Software. “Mail Attender was easy to use right out of the gate with the install,” says Armstrong. “It’s hard for Administrators to reduce mail size on their own. I needed a solution that would do the work for me. I don’t have a lot of time to spend on any one project. My plate is full of projects so ease of use is critical to me.” After the easy installation and configuration, Mail Attender began notifying users and archiving attachments over 6 months old. Additionally, it provides users access to their archived documents and attachments.

#### Result:

As a result, all current users are under a 2G mailbox size and over 175G of attachments have been off loaded to less expensive, secondary drive technology. “Our users have been doing really well with Mail Attender,” adds Armstrong. “Our goal was to make sure there was not a lot of work for the users. Mail Attender fulfilled that goal and gave our users full access to their attachments without filling their mailboxes. The combination of the attractive price, features and easy installation makes Mail Attender a great fit for many companies.”

## Case Studies

# Crowe Chizek and Company LLC



### Challenge:

Crowe Chizek and Company LLC is a leading provider of assurance, consulting, risk management, tax and technology services. With over 1800 employees using email for client and internal communications, the company was having difficulty controlling the sizes of their mail databases. Moreover, since they provide financial services, document management is critical. To help resolve these issues, an archiving application was installed. However, when Notes 6 was released, Crowe Chizek wanted to upgrade and the current archiving application did not support this version of Notes.

### Solution:

#### **Mail Attender® for Lotus Notes**

After looking at several solutions, Crowe Chizek decided on Mail Attender for Lotus Notes. “We had originally looked at Mail Attender a few years ago and loved the product. However, it lacked the key archiving abilities we required,” said Nanci Zehner, Systems Specialist. “Once we found out the type of archiving we wanted had been incorporated into the product, and it worked with Notes 6; it was an easy decision for us. The support and service Sherpa Software provides is one of their greatest strengths and was also a key factor in our selection of the product.” Mail Attender was installed for 1600 users across approximately 15 mail servers. Once the installation was completed, Crowe Chizek began using Mail Attender’s mail restrictions. They are also running rules to clean out specific folders and to first folder then archive documents older than 90 days from the Inbox and Sent views. Additionally, Mail Attender is collecting information about attachments such as types and sizes. “Our goal is to not use email for storage or for discovery in legal proceedings,” said Zehner. “It is critical that we get information from the mail databases into a system where it can be maintained and protected long-term.”

### Result:

Once Crowe Chizek began using Mail Attender for Notes, immediate results were realized. “The burden and responsibility on our users for cleaning out the temporary/junk mail folders in their mail databases has been eliminated,” said Zehner. “In addition, our users became much more aware of the proper foldering and elimination of sent messages. Mail Attender relieves our end-users and our admin team of a great deal of manual work. Overall, we are very pleased with Mail Attender, and we have not even scratched the surface of what we plan to do with the product,” added Zehner. “We believe that Sherpa is committed to ongoing improvements and enhancements to their products and we are very pleased to be associated with such an innovative and forward-thinking company.”

## Case Studies

# Lincoln Electric



### Challenge:

Lincoln Electric is a world leader in the design, development and manufacturing of arc welding products, robotics welding systems, plasma and oxyfuel cutting equipment. Recognized as the welding experts, the company has manufacturing operations in 18 countries and a worldwide network of offices in over 160 countries. Lincoln Electric was using a large amount of storage space on their servers to support mail files. In an effort to reclaim storage space, they began searching for a product that would allow them to identify and delete outdated emails. The product would also have to be capable of notifying users of the deletion process and give them ample time to move or copy any emails they wished to retain.

### Solution:

#### **Mail Attender® for Lotus Notes**

After an extensive search, Lincoln Electric selected Mail Attender for Lotus Notes as their solution. Mail Attender had the ability to perform the exact type of mail management they required. An added bonus was the product's ability to perform content searches within mail files. "When we initially looked for a product, we were not concerned with the searching capability," said Carol Townsend, Lotus Notes Administrator. "Once we found out it could perform keyword searches, it became an area of interest to our legal department." Mail Attender was installed for 1700 users across five mail servers. Once the installation was completed, Lincoln began using Mail Attender's document retention features to delete documents over a specified age. Initial restrictions included a delete of all documents that were dated 1998 or older. "Another key feature is the products flexibility in scheduling agents," said Townsend. "If we are running an agent and we reach the end of our pre-determined processing time for the day, Mail Attender will pick up exactly where it left off and continue processing the rule the next day."

### Result:

Once Lincoln began running the age retention rule, over 500 MB of space was reclaimed. This number is expected to grow once additional rules are implemented. Lincoln is also running activity restrictions that prohibit the editing and the deletion of specified documents; thus ensuring the authenticity of information. "Mail Attender was the most comprehensive product we found in the market. We are not even using it to its full capabilities," added Townsend. "Overall, we have been very satisfied with its performance and the results we have enjoyed."

## Case Studies

# Motor Coach Industries



### Challenge:

Motor Coach Industries is the leading designer, manufacturer and marketer of intercity coaches and coach-related parts and services for the U.S. and Canada. With over 1,400 email users across 14 servers, MCI was looking to have more internal controls over their information flow. “We needed to have better control over what type of information was leaving our system as well as control over what type of information was being stored within it,” said Dean Lause, Director of Networks & Operations Support. A contributing factor was that they are regulated by the Department of Transportation to store certain types of record/communications. A requirement was made to roll out all of the mail journals to an archive to ensure that all necessary information was secured.

### Solution:

#### Mail Attender® for Notes

MCI selected Mail Attender for Notes to help them with their archiving needs. “We chose Mail Attender due to the fact it was much more comprehensive than the other products we evaluated,” said Lause. “We saw many additional ways we could use the product beyond the archiving functionality.” Currently, MCI is doing some management on all mailboxes with Mail Attender, and are archiving anything in the ‘Personal’ mail folder that is over 180 days on selected mailboxes. The archiving process will eventually be rolled out to the entire company. MCI is also using Mail Attender to find orphan mail files and provide ACL enforcement.

### Result:

Since the installation of Mail Attender, MCI has experienced an improvement in server performance. “It was not uncommon for us to have mail files that are 2-3GB in size and that affected performance,” said Lause. “By moving information out of the mail files and into an archive, we have seen both our server response time and end-user experience improve.” Another benefit of Mail Attender was the cost-savings it brought to MCI. “We are able to move the archives off of the high speed disks to a lower speed disks that are less expensive,” added Lause “By doing this, we can add twice the space at half the cost.”

In the future, MCI is looking to use the content management controls within Mail Attender to control any inappropriate content that is being exchanged internally and externally.

## **Challenge:**

Humberside Police covers an area of 1,356 square miles, centered around the Humber estuary in the United Kingdom. It serves a resident population of almost 900,000 people. The force operates within four divisions, which match the local authority boundaries. Humberside Police employs approximately 2,272 Police Officers, 1276 Support Staff, 340 Special Constables and 20 Police Community Support Officers.

Information technology is fundamental to the practice of modern policing. Effective use of ever-evolving computer technologies helps to deliver an efficient and effective service. In an effort to manage their new email environment, including the ability to search the system for emails or attachments containing pre-specified content, the Humberside Police Information Services Branch began to source and evaluate content management products, a task which fell to the Computer Development Manager, Roy Macdona and his email project team. According to Roy, "Being early in 2002, this pre-dated the Freedom of Information Act requirement that is now with us. However, the transition from paper communications to email had begun to gather pace and it was becoming apparent the need to be able to search the system for our own internal investigative purposes was increasing."

## **Solution:**

### **Mail Attender® for Exchange Enterprise**

Of the several products tested by Roy and his team, the only one that met their criteria and budget was Mail Attender for Exchange, a content management tool for mailboxes, public folders and PST files located on desktops and servers.

When asked about the evaluation process, Roy had this to say, "The original Email Project team had considered several audit/searching products that included full Email archiving solutions, but due to the high cost of these products and associated hardware, a business case could not be made at the (pre-Freedom of Information Act) time. Mail Attender appeared to be the only product at the time offering us a lower cost solution that met our audit/search requirements without requiring additional investment in hardware."

## **Result:**

Initially, Mail Attender was installed on to 400 mailboxes. However, by early 2005, this had increased to over 4,000 users, with around 4,500 mailboxes. "The saving to the force on initial cost of purchase, against other applications, was nearly £50,000, plus a considerable revenue cost saving in ongoing annual maintenance payments versus competitive products." Roy said, "The bottom line is the Mail Attender application delivers exactly what it promised. We can now manage our mailbox sizes effectively, automatically let users know when mails/mailboxes are too big, etc, search and audit the system, manage and report on content, and scan for potential abuse of the email system automatically, for example scanning for inappropriate content at scheduled times. Of the many special features within Mail Attender, I particularly like the ability to schedule actions to run at pre-determined times, i.e. full system audit at 02:00 hrs when actual email usage is fairly minimal."

When asked about the recent introduction of the Freedom of Information Act 2000, a legislation that gives the right of access to all types of recorded information held by public authorities, Roy made this comment, “Since the implementation of the Freedom of Information Act 2000, we have re-assessed the functionality that Mail Attender will be able to deliver and with the exception of Archiving, the solution does meet all current force requirements in this area...however, we will be evaluating the additional Archive Attender module that integrates with Mail Attender at the earliest opportunity.”

To conclude, Roy added, “I would definitely recommend Mail Attender. We have found it to be an efficient and cost effective product with few (if any) problems. The application interface is intuitive and easy to learn, and the application has migrated well into our new Exchange 2003 infrastructure. The licensing model is simple, and regular product updates are provided.”

## **Case Studies**

### **Schenker**



#### **Challenge:**

As one of the world’s largest logistics providers and transportation companies, Schenker has over 1,000 branches worldwide. In their seven Netherlands branches, over 2,000 internal and 1,500 external emails were being sent each day. This activity resulted in an increased strain on the servers from runaway disk space for PST files. “E-mail is a core business application,” said Alain Deroy, Senior Systems Administrator. “Our messaging system must perform well and be manageable for the Administrators. Downtime due to server strain is unacceptable and costs the company money.”

#### **Solution:**

##### **Mail Attender® for Exchange**

Schenker turned to Mail Attender's PST functionality for help. Mail Attender was installed to manage over 700 users covering 2,000 GB of SAN-storage. It was then configured to run weekly restrictions for PST file inventory, zipping of attachments and PST file compaction.

#### **Result:**

On its initial run using the attachment zip, Schenker regained 20 GB of storage on the SAN and expects this number to double once additional rules are implemented. “Keeping tabs on disk space usage has cut our costs and increased performance,” added Deroy. “I am very satisfied with Mail Attender. It does exactly what Schenker needed it to do.”