

ArcMail Defender helps Broome County Government cut the cost of responding to legal and regulatory requests for email information

Company: Broome County Government **Location:** Binghamton, NY
Client Since: Dec 2006 **Product:** Defender U220

Problem

When considering an email archiving solution for the administrative offices of Broome County, New York, Kim McKinney, Director of Information Technology, wanted a flexible solution that would meet what she described as “the often vague and confusing requirements involving the storage and retrieval of email.” In addition to having to maintain a complete record of all official business transacted through email, the county has to respond to a high volume of time-sensitive legal and regulatory inquiries, including requests made under the Freedom of Information Act.

Restoring emails from backup tapes was a time-consuming drain on the IT department and yielded inconsistent results. “While email retention policies and procedures have emerged as a primary initiative for many county and state agencies in New York,” McKinney said, “the solutions are often expensive and complicated to implement.”

Solution

Broome County’s IT department evaluated the available archiving options, including leading enterprise and budget software solutions, externally hosted solutions and several appliance solutions. McKinney favored the latter approach for being the most cost-effective while requiring the least attention from her staff.

“Of the appliances we looked at, the ArcMail Defender U220 had the best feature set and storage capacity in its price class,” she said. “We also had the greatest confidence in Defender’s simple architecture.” The easy-to-use Web-browser interface was an additional plus for McKinney because there is no additional client software to install and support.

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- Kim McKinney
Director of Information Technology
Broome County Government

About Broome County

Broome County is located in a picturesque valley in south central New York at the confluence of the Susquehanna and Chenango rivers. The county is at the intersection three major interstates, I-81, I-88 and the future I-86, putting it within minutes from Pennsylvania, and hours from New York City, Philadelphia, Boston, Washington D.C., Cleveland and Toronto, Montreal, and Ottawa Canada. Broome’s location is attractive to a variety of employers, including Lockheed Martin and IBM which was founded here in 1889. The Broome County Department of Information Technology supports employees across 40 departments that serve the county’s 248,000 residents.

<http://www.gobroomecounty.com>

Contact Us

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

Value

ArcMail Defender has enabled Broome County to comply with regulatory requirements with much greater speed, ease and flexibility. According to McKinney, ArcMail Defender's fast and easy search and restore functions have freed the IT department from "the burden of executing unplanned tape restoration projects to try to locate email."

County employees can find and restore any internal, incoming or outgoing emails and attachments through a variety of search criteria and without assistance from IT staff. This has enhanced productivity across the county's 40 departments, reduced IT costs and enabled the county to comply with requests for email-based information much more quickly and without workflow disruption.

"We were able to deploy ArcMail Defender with no interruption to our production email environment."

- Kim McKinney
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