

ArcMail Defender provides St. Louis Public Schools with cost-effective archiving and rapid email recovery.

Organization: St. Louis Public School District **Location:** St Louis, MO
Client Since: October 2007 **Product:** Defender U3120

Problem

According to Thomas Randolph, the Director of Information Technology for St. Louis Public Schools, the district had several compelling reasons to implement an email archiving solution:

- **Compliance with current legal guidelines on maintaining electronic records.** These include the new Federal Rules of Civil Procedure.
- **Secure storage of and access to the increasing volume of incoming, outgoing and internal email** generated by the district's 5000-plus employees. Current volume is approximately 500,000 messages per month.
- **The time-consuming, labor-intensive process of recovering email** that staff members delete from their individual mailboxes. (See sidebar, page 2.)

With a limited IT budget and a staff of eight technicians to support the district's 10,000 plus computers and 200 servers, Mr. Randolph needed an archiving solution that was affordable, reliable and required minimal IT involvement.

Solution

In addition to the ArcMail Defender appliance, Mr. Randolph looked at archiving solutions from two well-known vendors that ranged from \$300,000 to \$500,000. "They required us to purchase hardware and software and were complex to set up," he said.

"I generally believe that you get what you pay for," Mr. Randolph added, "but this seems to be the exception to that rule, as the ArcMail solution was significantly more affordable and gave us all the functionality we need."



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- Thomas Randolph,
Director, Information Technology
St. Louis Public School District

About St. Louis Public School District

The St. Louis Public School District is the largest school district in Missouri, serving approximately 30,000 K-12 students. The district's 5000-plus employees send and receive approximately 500,000 emails per month over the Microsoft Exchange 2003 platform. The district has been archiving email with the ArcMail Defender U3120 since October 2007. For more information, go to: www.slps.org

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

Being able to trial ArcMail Defender on site before purchasing it facilitated the selection process.

"There was no complexity," Mr. Randolph said. "I configured it myself in a few hours. I wasn't necessarily looking for an appliance, but I was pleasantly surprised. I don't have to dedicate a server to it or put any software on it. And once it's up and running, you don't have to think about it."

Value

An immediate return on investment for St. Louis Public Schools is that ArcMail Defender's simple search and restore functions have reduced the process of recovering staff email from hours to seconds. Because a copy of every email and attachment is automatically indexed and archived on the appliance, administrators and authorized users can use the web-based interface to instantly find messages by standard email fields or keywords. (See sidebar.)

Mr. Randolph appreciates that ArcMail Defender requires no regular intervention from his staff. "It emails me a report every day so I can see our volume at a glance. Otherwise, I might forget it was there." He estimates that the ArcMail Defender U3120 will easily accommodate the district's email archiving requirements for the next five years.

In addition to the substantial savings over the other systems Mr. Randolph considered, he feels that ArcMail's support is far more personal and responsive. "Whenever I've had a question, they get back to me right away," he said. And I like that I talk to the same people. It's good to know that if I ever have a real problem, I'll get support from someone who knows my system as well as I do."

"ArcMail Defender's reduced our admin time for recovery to practically nil."

Thomas Randolph, IT Director for the St. Louis Public School District, described the dramatic difference in the email recovery process before and after implementing ArcMail Defender:

Before ArcMail Defender:

"I'd have to go into the Exchange message tracking center. Then enter who the email was *To* or *From* and run the search. That takes hours and drains Exchange resources, so I'd run it at night. Exchange shows you a log of matches, which you then have to parse through. And you only get the Subject of the email, not the body. To get the actual message you have to go retrieve it from back-up, which also takes hours."

With ArcMail Defender:

"I open the web interface and search by *To*, *From*, *Subject*, *Date* or any keyword I can think of. The email with any attachments comes up in seconds. I can send it to a mailbox or put on a disk."

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