

CASE STUDY — STORAGE

Hong Kong University (SPACE) Regains Control Over Email Volumes with MessageSolution

Case Overview

- **Industry** Education
- **Customer** Hong Kong University School of Professional and Continuing Education (SPACE)
- **Number of Email Boxes** 17,000
- **Business Need** Storage management
- **Solution** Enterprise Email Archive[™] for Exchange

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Case Resolution

Background

Hong Kong University's School of Professional and Continuing Education (SPACE) employs more than 900 full time staff and 2,000 part time teachers. SPACE provides personal, professional and career advancement opportunities to more than 20,000 full time students.

Customer Challenge

Hong Kong University was experiencing the consequences of overgrown email storage. The large staff used email to communicate amongst themselves and with other university departments, as well as with students. Large attachments were sent back and forth on a regular basis, putting a heavy workload on the university's Exchange servers.

The MessageSolution Enterprise Email Archive[™] Solution

Hong Kong University selected MessageSolution's Enterprise Email Archive[™] for Exchange to decrease their storage volumes and return their Exchange server to its original performance levels.

The MessageSolution Resolution

Hong Kong University found that MessageSolution's Enterprise Email Archive[™] for Exchange was among the few archiving products that could detect and store single instances of attachments, as well as emails. This feature is particularly important for organizations, like Hong Kong University, with large storage volumes. Most of the storage space for emails is generally taken up by large attachment files, so archiving only one instance of any duplicate attachments was critical for Hong Kong University.

MessageSolution's archiving software for Exchange server provided the storage reduction features the university needed. Enterprise Email Archive[™]'s stubbing feature allowed Hong Kong University to remove large emails and attachments from their Exchange server while retaining staff's access to their emails and attachments, via a 'stub' link. As the university's emails and attachments are archived, Enterprise Email Archive[™] applied high-powered compression and de-duplication technology to shrink emails and attachments before being stored in the archive. Overall, MessageSolution was able to reduce Hong Kong University's email storage volumes by more than 75%.

MessageSolution, Inc., provides innovative solutions that enable organizations in all industries to meet their compliance, electronic discovery, storage management and disaster recovery requirements. MessageSolution's email and file archiving software solutions are uniquely comprehensive, price-competitive, and flexible. For more information, visit www.messagesolution.com or contact a sales representative at sales@messagesolution.com.