CASE STUDY : STORAGE MANAGEMENT DATA OFFLOADING
24/7 Global Technology Center Acuative

MessageSolution™
Enterprise Archiving, eDiscovery, Migration

Case Overview

- **Industry** IT Services
- **Customer** Acuative
- **Number of Email Boxes** 350 Exchange 2013 and 10TB Storage Capacity for Exchange Information Store
- **Business Need** Leverage low cost Business internet, DSL to serve a multi-site Exchange environment with access to 10TB of email data by all email users
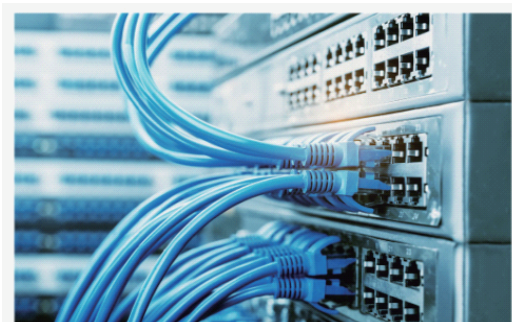
Case Resolution

Background

Acuative is one of the nation's leading independent providers of network and IT serving the needs of over 1,000 enterprise customers globally from 14 offices. By partnering with leading hardware, software, and global bandwidth providers, Acuative provides   private networking services for those with multiple offices and converged voice, data, and video requirements.

Customer Challenge

As an IT managed service providing network operating services, Acuative's branch offices are heavily reliant on business email communications. With growing storage, it was impacting their Exchange servers performance and bandwidth costs. Consistent with their mission to improve end user performance, reduce cost, and enhance service desk operations, the Acuative Team quickly determined to find a solution that would optimize their server network and improve access performance. Peak hour email and email archive access were congesting the wide area network (WAN) and their bandwidth consumption and internet costs were becoming unmanageable. With several Exchange servers being backed up, support costs were also growing. Acuative needed access to legacy data to support their customers and Exchange infrastructure team considered upgrading the Exchange server and using faster switching—flash storage, to compliment their attached network storage and improve access performance.

The MessageSolution Cloud Email Archive Resolution

With growing storage affecting Acuative's Exchange servers performance, they found that MessageSolution Hosted Cloud Archive was one of the few archiving solutions to deliver the advanced storage management ability to offload data through regular internet bandwidth. MessageSolution enabled Acuative's clients to significantly improve email, file, and SharePoint server performance while eliminating the need to frequently upgrade network or storage capacity. Exchange Web Services protocol for Microsoft Exchange and file level de-duplication eliminates the Exchange servers storage bottlenecking, thus improving both server performance while reducing backup time. Policies for retention could now be applied by department or by office with automated deletion. Seaching capabilities such as search within a search, tag, and annotate for review provided Acuative's customer service and technical support with access to legacy data that was essential to maintain their high standards of customer support.

Costs for storage and upgrade can be tantamount. MessageSolution Cloud Email Archiving and Storage Management helped reduce Acuative's storage costs associated with long term retention. Annually, Acuative saves on average $10,000 on storage, network upgrade, and bandwidth. Ultimately, MessageSolution Cloud Email Archive improved server and network performance and reduced 90% of Acuative's storage requirements for Exchange Server Operations. Data offloading of attachments helped Acuative optimize multiple sites access and free up bandwidth resources for their users without. MessageSolution's exclusive technology consists of transparent file level de-duplication and restore capabilities impacting the base remote replication process.

How Data Offloading Process Works

Once the initial archiving process runs, there will be two copies of the email attachment: one on the email server and one in the archive. The data offloading process essentially replaces the copy on the email server with a web services link to the copy in the archive. During the data storage offloading configuration process, the administrator sets the company policy for offloading data. Individual users, user-groups or specific email folders can be selected. Administrators can set the parameters for the automatic offloading process and place limitations on the age of the email or the file size. Finally, administrators have the flexibility to process at their convenience or schedule or automatically apply policy for MessageSolution data storage offloading.

Individual users, user-groups, or specific email folders can be selected. Then, administrators will set the parameters for the automatic offloading process based on the age of the email or the file size. Finally, administrators have the flexibility to run the stubbing process at their convenience or schedule automatic data offloading of the exchange server.

MessageSolution Cloud Archive delivers improved user access for offloaded data in different ways. It leverages a configurable and automated system for offloading unnecessary data off the email server. The full content of the offloaded document can be viewed from the link provided in the client's email such as Outlook or Lotus Notes, etc. Data can be searched for and viewed in the archive itself. Data links can also be restored to the email server through the client's email plug-in. Administrators can independently restore up to 10-20 documents at once or with MessageSolution Technical Support Engineers, large amounts of data can be restored at once via batch-restorations. MessageSolution Enterprise Email Archive The system administrator can not only configure offloading permissions for each user or user group and the data volume requirements, but can also configure the frequency that the offloading process is run. They can also specify specific email folders to offload from.

Features

- File-level de-duplication
- Storage management and compression for Exchange online and multi-site branch offices
- Prediction on frequently accessed files to improve Exchange server performance (?)

Benefits

- 90% storage reduction for Exchange Servers' operation through data offloading to MessageSolution Cloud
- Access common emails file data faster consuming less bandwidth
- Reduce direct business broadband cost at every location 60%-80%
- Reduce network congestion by eliminating bandwidth consumption
- Improve Exchanger server performance by reducing CPU and network requirement to serve up duplicated data
- Reduce backup time
- Preserves access to legacy Data