

## Case Overview

<b>Industry:</b>	Educational Support
<b>Customer:</b>	47 school districts in Genesee Valley & Wayne-Finger Lakes BOCES region, New York
<b>Service Provider:</b>	Education Technology Service
<b>Business Need:</b>	Compliance Email Archiving from Exchange and GroupWise Email Platforms, Storage Management
<b>Solution:</b>	MessageSolution Multi-Tenant Archiving and Compliance Platform

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## Case Resolution

### Background

Genesee Valley/ Wayne Finger Lakes Educational Technology Services (EduTech) is one of twelve regional information centers in New York State. EduTech provides all the technological services for 47 individual school districts, including 107 schools, in the Genesee Valley and Wayne-Finger Lakes BOCES region.

### Customer Challenge

EduTech's challenge was to find a cost-effective way to manage all the email archiving for its different school districts while ensuring that all mandated compliance requirements were met without having to rely on conventional single-tenant software which requires costly and time-consuming administrative support, hardware costs, and third party database licensing for each school district. With MessageSolution's Multi-Tenant Archiving Platform, the school districts saved approximately \$1.6 million on upfront costs their first year.

### The MessageSolution Multi-Tenant Archiving and Compliance Platform

EduTech was a perfect candidate for the MessageSolution Multi-Tenant Archiving and Compliance Platform. First in the market, it is an industry-leading, packaged software solution designed to minimize cost and maximize efficiency for multiple organizations' archiving and compliance needs. The multi-tenant solution allows EduTech to provide archiving services to each school district on the same server while being able to provide each school district with individual and separated administrative consoles for their own archiving systems. Data archived on the platform is completely separate for each district's archiving system. Ergo, the discovery and search process within each archive will be strictly for each school district's own email data only.

MessageSolution leverages industry-leading scalability to allow all the archived data from all 47 school districts to be stored on one single server. This reduced the hardware costs of servers and storage for each school district. With MessageSolution' Multi-Tenant Archiving Platform, EduTech is able to manage the archiving for every school district with only one initial system deployment process which reduces the engineering service needs from 47 separate deployments to just one. Other archiving vendors' solutions may require third party database licensing where MessageSolution does not. Based on system-average of 250 faculty users per school district, a conventional single-tenant archiving solution would require server and storage hardware costs of approximately \$4,000 for each school district and database licensing, annual system maintenance, and each independent system deployment costs of about \$1,500.00 each.

MessageSolution Multi-Tenant Platform saves the Genesee Valley/Wayne-Finger Lakes school districts approximately \$8,500 each in upfront costs and the approximate total amount of \$400,000 projected costs for system implementations for all 47 school districts.

By being able to provide each district with MessageSolution's unique, user-friendly administrative controls, EduTech is also able to drastically reduce the administrative and technical support costs for each school district that a single-tenant, on-premise managed archiving solution would demand. MessageSolution architecture is designed to be easily managed, unlike "leading" archiving solutions that require a fully-trained, full-time system administrator to manage their system. Between IT and system administrator wages (at an average of \$50,000/ year x 47 school districts) MessageSolution's multi-tenant platform cuts the Human Resources costs of system administrative and tech support by up to \$1.2 million (for part time administrators for each school district) and \$2.3 million (for full-time administrators) through requiring only one system administration management and support, again reducing work to be done from 47 different cases to just one.

Over 70 countries world-wide including the US and the UK have administered some form of freedom of information legislation. The U.S. Freedom of Information Act requires Government and public school officials to be able to access emails and other electronic records when called upon. MessageSolution Multi-Tenant Archiving and Compliance Platform ensures that all electronic data is available and easily searchable in seconds through accurate discovery and search functions including full-text indexing and keyword, key phrase, proximity and wild-card searching without the need for any additional software. All archiving and user activities are tracked and logged into audit trails and reports for compliances and internal audit.

### **The MessageSolution Resolution**

By choosing the MessageSolution Multi-Tenant Archiving and Compliance Platform, EduTech saves up to projected at least \$1.6 million on administrative resources and hardware costs while ensuring that all school district clients' compliance and archiving requirements were met. Users can easily locate and access all their data without the need for tech support. With MessageSolution, EduTech is able to provide affordable archiving and eDiscovery services for the financially-strapped public schools, without having to compromise either feature set or service quality.