

## Case Overview

- **Industry** Fine & Decorative Arts
- **Customer** Bonhams (United Kingdom)
- **Number of Email Boxes** 750
- **Business Need** Migration, Storage, & Compliance
- **Solution** Enterprise Email Archive™ 5.6 for Exchange & Scalix

[www.messagesolution.com](http://www.messagesolution.com)

1851 McCarthy Blvd.  
Suite 105  
Milpitas, CA 95035

Phone: 408-383-0100  
Fax: 408-383-0222  
Email: [info@messagesolution.com](mailto:info@messagesolution.com)

## Case Resolution

### Background

Bonhams is the third largest auction house in the world. Founded in 1793 in Great Britain, the company is privately held, with divisions in the United States and Australia. According to the company's web site, Bonhams is also the world's oldest and largest auctioneer of fine art and antiques still in British ownership.

### Customer Challenge

Bonhams' goal was to migrate all the corporate mail servers from Microsoft Exchange Server to Scalix servers and to find a competent email archiving solution/vendor that could provide all of the features, performance, and support Bonhams would require after the migration. Bonhams had implemented two archiving solutions for Exchange already, both of which failed to meet Bonhams' IT department's and end-users' needs.

Bonhams' IT department was particularly concerned after the company's three and a half-year ordeal with their most recent archiving vendor, a provider of the "Industry Leading Archiving Solution", left the company with an Exchange archiving solution that performed slowly in both archiving and indexing messages. Users also complained about the time required to search and retrieve emails or attachments from the archive. The vendor's support for Bonhams' problems was sub-par at best.

When searching for a new archiving solution, Bonhams knew the company was best served by a solution that could support archiving from both Scalix servers as well as Exchange servers — in case the migration to Scalix proved unsuccessful, Bonhams' IT department needed a fall back email system, such as **Exchange 2007**. Other major requirements included decreasing email storage volumes and meeting company compliance requirements.

Bonhams' experience with previous archiving solutions' folder integration features supporting Exchange server lead the IT department to conclude that keeping users' email clients' original folder structures in the archive was an absolute must-have feature to provide their end-users after the migration to Scalix. Without this crucial integration feature, which would provide Bonhams' employees with the most user-friendly client experience possible, the company would not have been able to justify the migration to Scalix servers.

Unfortunately, Bonhams found that most archiving solutions in the market only offered folder structure integration for Exchange or Domino email servers.

**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](http://www.messagesolution.com) or contact a sales representative at [sales@messagesolution.com](mailto:sales@messagesolution.com).**

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### Case Resolution

#### The MessageSolution Enterprise Email Archive<sup>™</sup> Solution

Bonhams contacted one of MessageSolution's United Kingdom-based partners, Reptons Plc, to help identify a new archiving solution. A partner with Scalix since 2006, MessageSolution was a prime candidate to meet Bonhams' needs. Reptons and MessageSolution worked together to consult with Bonhams and determine the best plan of action for the company.

MessageSolution Enterprise Email Archive 5.6 software was identified as the best solution to replace Bonhams' previous archiving solution. Reptons and MessageSolution support teams implemented MessageSolution Enterprise Email Archive for Bonhams' 750 users at corporate headquarters.

#### The MessageSolution Resolution

MessageSolution's engineers worked closely with members of Reptons and Bonhams to develop and implement Bonhams' critical Scalix folder structure integration feature, allowing Bonhams' users to access a recreation of their Scalix folder structure within their email archives.

Along with supplying a crucial integration piece, MessageSolution Enterprise Email Archive helped Bonhams meet their corporate records retention requirements and decrease the size of message stores by more than 50%.

Bonhams' employees are now able to quickly and easily locate archived messages using Enterprise Email Archive's user-friendly web interface, putting vital information at employees' fingertips and increasing daily productivity.

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