

Case Overview

- **Industry** Retail
- **Customer** One of the top 100 U.S. furniture providers
- **Number of Email Boxes** 1800+
- **Business Need** Litigation & e-discovery support, compliance, storage
- **Solution** Enterprise Email Archive™ Express and Suite for Exchange

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Case Resolution

Background

The customer began as a family-owned furniture store and currently features multiple physical locations within the Mid-West and the West Coast, along with an online store, and is ranked among the top 100 furniture chains in the United States.

Customer Challenge

The customer required an archiving solution to address multiple pain points—litigation support, large volume storage, and regulatory compliance. Further complicating this customer's situation was a legal suit that had already required the company to place a litigation hold.

When the company was faced with a legal suit, like many businesses today, they were not fully prepared for the impact that legal proceedings would have on the corporate email system. The customer wanted an in-house archiving solution to allow their legal team to perform e-discovery searches on a comprehensive message store—however, litigation deadlines were not far away.

Additionally, before the customer came to MessageSolution, the company had already been journaling their Exchange server for more than a month. Two journal boxes filled with 1.3 million messages slowed their Exchange server significantly and created large mail queues. The situation was so extreme that the legal team was afraid the company would not be able to archive their messages in time to meet litigation deadlines.

The MessageSolution Enterprise Email Archive™ Solution

MessageSolution Enterprise Email Archive 5.0 contained the litigation hold and e-discovery features the company required immediately, as well as the storage optimization and compliance-readiness features the customer desired for the long-term. MessageSolution also provided the personalized support the customer needed in order to meet their litigation deadline.

The MessageSolution Resolution

MessageSolution's support engineers installed Enterprise Email Archive software and began the task of migrating the customer's messages to the archiving server. MessageSolution engineers assisted throughout the migration process, monitoring the customer's system 24 hours a day, 7 days a week.

While many archiving product providers would have dismissed this company's case as too complicated, MessageSolution's support engineers worked persistently to help the customer meet their litigation deadline. MessageSolution successfully archived the messages from the journal boxes, effectively cleaning up the Exchange server and allowing it to perform up to speed. Additionally, the customer's legal team can now perform e-discovery searches on their comprehensive archive and deliver results well in advance of litigation deadlines.