

CASE STUDY : EMAIL ARCHIVING Government — MA Trial Court System

Case Overview

- **Industry** Government
- **Customer** Massachusetts Trial Court System
- **Business Need** Storage, Compliance, eDiscovery, Email Archiving
- **Solution** MessageSolution Enterprise Email Archive

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Case Resolution

Background

Created in 1978, the Massachusetts Trial Court System is an extension of the Massachusetts State Court, one of the first courts in the nation. It has over 7,000 employees and houses 7 separate departments, each with its own set of administration, judges, and support staff. Because they are a government office, the MA Trial Courts System must follow **strict, mandated compliance requirements stipulated in the "Freedom of Information Act" in addition to managing email archiving for internal purposes.**

Customer Challenge

With seven different departments, the incoming and stored data was unmanageable for MA Trial Court System's Scalix email server and after reaching the capacity of their top-tier EMC Centera server, the MA Trial Courts System needed a solution to manage their data at a cheaper cost than purchasing a second, expensive server. They also needed to be able to meet legally mandated compliance requirements as well as retain data for eDiscovery and Litigation readiness.

The MessageSolution Multi-Tenant Archiving and Compliance Platform

With 7,000 archived users, the data volume entering the MA Trial Court's system every day is immense. Federal mandate also dictates that certain material be stored for various amounts of time. After awhile, the data volume became unmanageable and the Scalix server, which was never meant to store such massive quantities of data, started to backed-up and the performance fell significantly. To manage the vast amount of incoming and stored data, the MA Trial Courts System employed a top of the line EMC Centera at an estimated, base retail price of \$125,000. After exceeding the storage capacity on the first server, the MA Trial Court System needed to spend an estimated \$125,000 - \$300,000 on another EMC Centera Server.

By using automated, high ratio file compression, filtration of spam emails, and Single Instancing Storage (SIS), and the industry's highest enterprise level scalability, MessageSolution Enterprise Email Archive (EEA) significantly slowed storage volume growth and reduced the data volume by up to 75%. With such an extreme reduction in data volume, the need for another EMC server was completely eliminated.

With MessageSolution Enterprise Email Archive, users' emails are automatically captured, tagged and indexed. Retention policies are controlled by the appointed administrator(s). EEA 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. EEA also features Open LDAP integration, Centera Integration, and automated or scheduled email server data deletion for data that already been archived.

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 officials to be able to access emails and other electronic records when called upon. MessageSolution's Enterprise Email Archiving Platform ensures that all electronic data is available and easily searchable in seconds through accurate search functions including full text keyword, key phrase and proximity searching without the need for any additional software. All archiving and user activities are tracked and logged into audit trails and reports as well. These records are also important for preserving the integrity of eDiscovery should the need arise.**

The MessageSolution Resolution

Using MessageSolution Enterprise Email Archive, Massachusetts Trial Court was able to improve their server performance by drastically reducing the data volume and SIS. This saved them up to an estimated \$150,000.00 in hardware and storage costs while reducing the strain on their email server. EEA provides searchable archived results in seconds while also ensuring that the MA Trial Court System can effortlessly comply with all federally mandated compliance requirements.