

### Case Overview

- **Industry** Education
- **Customer** Redford Union School District
- **Number of Email Boxes** 700
- **Business Need** Litigation & e-discovery support, compliance, transparent information workflow
- **Solution** Enterprise Email Archive™ 5.0 Express and Suite for Exchange Server

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### Case Resolution

#### Background

Located in Michigan, the Redford Union School District dates back to the mid-19th century. Today, the district includes 10 separate schools, ranging from elementary schools to specialized education and therapeutic programs.

#### Customer Challenge

Like most school districts, Redford Union School District saw a near-immediate need for an archiving solution because of the demands of open records laws and the increasing importance of electronic evidence in litigation cases.

The U.S. Freedom of Information Act requires public schools and local governments to hold Open State and Open Records, or “sunshine”, meetings. Government and public school officials must be able to access emails and other electronic records when called upon.

Additionally, Redford Union School District’s administrative level employees needed the archiving process to be as transparent as possible to avoid interrupting the staff’s daily activities. Power users needed the ability to act upon archived messages without entering the browser-based search interface.

Another significant concern for the school district was the ability to harness the information contained in emails to predict and address dangerous scenarios, such as fights between students.

#### The MessageSolution Enterprise Email Archive™ Solution

Redford Union School District selected MessageSolution Enterprise Email Archive 5.0 Express Edition for Exchange Server because the software facilitated compliance with open records laws and gave the district a fast, cost-effective method to retrieve emails for litigation purposes. The district’s power users were supplied with the Enterprise Suite edition, which gave users transparent Outlook integration and mailbox management.

The full text indexing search engine built into MessageSolution’s archive gave school administrators the ability to search through any and all staff members’ emails for terms like ‘fighting’ and ‘cheating’ in order to locate, address, and in some instances even deflect incidences of student fights or organized cheating efforts.

#### The MessageSolution Resolution

One Enterprise Email Archive server was installed for Redford Union School District. The district’s historical messages were ingested in batches using Enterprise Email Archive’s Scheduled Archiving function, then archiving of incoming, outgoing and internal messages was activated.

The district is in compliance with open records laws and has a comprehensive archive of communications in case of litigation scenarios. Additionally, mailbox quotas are now a thing of the past, and users have not experienced any change in their normal workflow.