

Chapman Tripp Improves E-mail Management with Quest® Archive Manager

Chapman Tripp is a leading New Zealand law firm that provides services in the areas of corporate, commercial, environment and public law, and employs approximately 500 employees. Their clients range from global organizations to innovative local businesses and Crown entities.

The Challenge

Like most organizations, e-mail has become one of the main forms of communication, and this has caused problems in a variety of areas, from struggling with the increased size of the e-mail store, to ensuring that the company's legal and knowledge management requirements are met.

Known as a leader in the use of technology, Chapman Tripp needed a solution to assist in the management of e-mail throughout the organization.

According to Brian Bernon, national IT manager for Chapman Tripp, some issues that needed to be resolved were: "From an IT manager's perspective, I am asking; 'How can I reduce the size of the e-mail store?' 'How can I comply with any storage requirements imposed by Acts and regulations?'" Bernon looked to Quest Software to solve both of these problems. "By having everything copy across into Quest® Archive Manager, we achieve a permanent record of the e-mail transaction."

The Quest Solution

With Archive Manager, all e-mail messages sent and received by Chapman Tripp are now captured and stored, and this information can be easily accessed using Archive Manager's search and retrieval tools. Once an e-mail message is found, it cannot be modified, ensuring the overall system complies with records management policies.

Archive Manager enables an organization to research. If someone wants to research what electronic information is coming into and going out of the building, it is easier to do this with a records management tool than with Exchange. It is a records system: you can't modify it, you can't delete it.

In many cases, implementing a solution of this type involves installing software on the company's main e-mail server, and then testing it with live data. If the company wants to uninstall the application, then it can be a challenge to ensure that the system can be removed without impacting the environment.

Archive Manager's loosely coupled architecture does not require any software to be installed on the Microsoft Exchange server, nor does it need to impact all users of an organization immediately. It can be tested and rolled out progressively if that is what is required.

While the users have been able to quickly learn the application, Archive Manager has provided some key benefits for the IT department. One of those key benefits relates to storage. Since all e-mail messages are being captured in Archive Manager, they need not remain indefinitely on the main e-mail server. The server can be configured to store fewer messages, which will ensure it has capacity and can perform to needed levels. And, with this reduction in e-mail message storage across the organization, "they can now ruthlessly consolidate their e-mail servers."

Now that the main Archive Manager system is up and running and being used by the organization, Chapman Tripp is exploring how they can take full advantage of the system. The

Overview

"For any IT Manager interested in compliance to records management legislation and ensuring IT delivers cost efficiencies and competitiveness to an organization, Archive Manager is a competent solution."

- Brian Bernon,
National IT Manager,
Chapman Tripp

Headquarters

New Zealand

Critical Needs

A solution that captures all e-mail messages and copies them over to a permanent record and offers e-mail research capabilities.

Solution

Quest® Archive Manager

Results

- Improved server performance
- Improved e-mail storage management
- Provided greater accessibility to messages
- Ensured that all e-mail messages are captured and permanently stored



open technologies used by the Archive Manager technology means that other standard portal and search technologies can be leveraged to provide greater access and sharing of information.

In cases such as this, security is also a key concern, as information is sensitive. Archive Manager has been architected to take advantage of the inherent directory security used within Microsoft Exchange. This is unlike many other systems that feature their own user management systems. As a result, additional administration overhead may be an issue when it comes to adding new users and setting security for these users. "The advantage of Archive Manager replicating the security of Exchange is that we don't have to worry about someone going on a search engine and finding something they shouldn't," said Bernon. Since the same security model is used, if a user is not entitled to access a document in Exchange, they won't be entitled to access it using Archive Manager.

The Bottom Line

"Because Archive Manager is a record of an e-mail transaction, we are also investigating how we can report to the Knowledge Manager and use Archive Manager for corporate knowledge. For instance, we may do a report of all e-mails with the word 'advice,' and the Knowledge Manager can decide whether to add this information to our best practices database," said Bernon.

As a result, Archive Manager is providing benefits across the organization. It is improving e-mail storage management and server performance, providing greater accessibility to messages and corporate knowledge, transforming e-mail into enterprise information, and ensuring that all messages are captured and stored as a permanent record. In addition, Archive Manager has been designed to be implemented quickly, with minimal impact to an organization's e-mail systems and existing tools.

"For any IT manager interested in compliance to records management legislation and ensuring IT delivers cost efficiencies and competitiveness to an organization, Archive Manager is a competent solution," said Bernon.

About Chapman Tripp

Chapman Tripp is a national New Zealand law firm with offices in Auckland, Wellington and Christchurch, and clients located throughout New Zealand and across the world. They practice in all areas of commercial, corporate, securities, property, environmental and public law. With around 500 staff and partners, they are one of New Zealand's largest law firms.

About Quest

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.