Thiess Improves E-mail and Risk Management with Quest® Archive Manager

Overview

"With Archive Manager, we are confident that if the need arises we can give access to the appropriate people to query our e-mail archive and find all the relevant e-mail required to assist the investigation."

- Richard Moran,
IT Infrastructure Supervisor,
Thiess

Headquarters

Brisbane, Australia

Critical Needs

A solution that could help manage the high volume of e-mails and offer advanced search capabilities.

Solution

Quest® Archive Manager

Results

• Helped maintain good corporate governance

• Reduced information gathering from months to days

• Improved e-mail-related response times for most users

• Improved e-mail search capabilities and the management of e-mail volumes

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Thiess was established in 1933, and is one of the leading integrated engineering and service providers in Australia. Thiess is active in a number of core disciplines, including: building, civil engineering, mining, process engineering, oil and gas, environmental services, utilities services, telecommunications, facilities operations and maintenance.

Their 8,000 employees provide professional engineering and management services and share a commitment to the delivery of value-adding project solutions. Thiess' resource base also includes an extensive plant and equipment fleet.

The Challenge

When looking for an e-mail management solution, Thiess identified several key drivers, including: responding to a direct request from the internal legal department to identify an e-mail capture application for risk mitigation, managing the ever-increasing volumes of e-mail, delivering enhanced e-mail management (including advanced search capabilities), migrating to a clustered Microsoft Exchange environment and requiring infrastructure design and ongoing management policy.

The Quest Solution

Thiess selected Quest® Archive Manager for several reasons. With Archive Manager, employees can access information from any machine and any location. Implementation has no rollout implications as the application is controlled centrally and single instance storage ensures maximum storage efficiencies. Use of standard infrastructure makes it simple to deploy and high quality support ensures business as usual. In addition, with Archive Manager, no client software is required, which supports Thiess' remote access policy.

"With Archive Manager, we are confident that if the need arises we can give access to the appropriate people to query our e-mail archive and find all the relevant e-mail required to assist the investigation," said Richard Moran, IT infrastructure supervisor, Thiess.

The Bottom Line

Once an e-mail message is found, it cannot be modified, ensuring that the overall system complies with records management policies. Archive Manager is providing benefits across the whole organization, improving e-mail storage management and server performance, and providing greater accessibility to messages and corporate knowledge.

Archive Manager helped Thiess ensure that all e-mail messages sent and received are captured, stored and easily accessible. As a result, installation and configuration were completed in only three days, which reduced the cost and complexity of implementation.

Archive Manager provided other key benefits to Thiess as well. Only one person from Thiess was involved in the installation and the ongoing administration of the product. Risk mitigation savings have ensured that the Archive Manager investment has paid for itself. E-mail search capabilities were improved, to ensure that messages are located quickly and easily.

Archive Manager improved e-mail-related response times for most users. Instant discovery of all e-mail is achieved when required and information gathering has been reduced from months to

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days. In addition, from a records-keeping point of view, Archive Manager helps maintain good corporate governance, and e-mail volumes are now easily manageable.

"The fact that Archive Manager has no client side software to install means that it works well with our remote access solutions and installation, and administration is effortless," concluded Moran.

About Thiess

Thiess was established in 1933 and is one of the leading integrated engineering and service providers in Australia. With turnover of $2.3 billion in the 2002/03 financial year, and work in hand at the end of 2003 of more than $7 billion, Thiess operates throughout Australia, South East Asia and the near Pacific.

Thiess is committed to making a positive difference in all areas of their diverse operations. They continue to maximize stakeholder value and contribute to the economic growth and well being of the countries and regions in which they operate. Workplace health and safety, the environment and community relations are their key priorities.

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.**