Quest® Archive Manager Provides Upper Hutt City Council with a Valuable Legislative Compliance Tool

Upper Hutt City Council serves a community of over 36,000 residents and interacts with a wide cross section of the community. They employ approximately 130 staff members, and their structure starts with the mayor and elected members, to the CEO, directors, managers and staff.

Upper Hutt City Council operates a number of services to maintain the lifestyle enjoyed by the residents, including animal control, building control, cemetery, city planning, emergency management, environmental health services, recreation and community affairs, library and H2O Xtream.

The Challenge

E-mail is used extensively within the Upper Hutt City Council. Given such importance, and the nature of the business, the Upper Hutt City Council sought a solution that could manage their e-mail and reduce the likelihood of a key piece of information being lost. "In situations where staff had deleted an important e-mail and wanted it restored, we weren't able to do that easily and quickly, as it meant rebuilding an Exchange server to restore from tape," said Ewen Church, Upper Hutt City Council.

When looking for an e-mail management solution, the Upper Hutt City Council identified several key drivers, including: legislative compliance, access to essential corporate information, storage of the ever-increasing volumes of e-mail, enhanced e-mail management to quickly and easily retrieve lost or deleted e-mails and compliance with their document management project in terms of record keeping.

The Quest Solution

The installation of Quest® Archive Manager at the Upper Hutt City Council was straightforward. iKnow New Zealand Limited, a local consultant, provided an in-depth knowledge of Archive Manager and the customer's requirements. According to Church, "Before Archive Manager, the rapidly expanding Exchange store of e-mail messages – which was somewhat contained by quota allowances – meant that we risked losing valuable corporate e-mails due to staff deleting them rather than saving them appropriately."

Another benefit of Archive Manager is that the system "provides a level of comfort knowing that we can retrieve any e-mail at any time. The Upper Hutt City Council will be rolling out access to Archive Manager, to all staff, so that they can access their own records," said Church. The ability of Archive Manager to capture all messages ensures that, even if they are accidentally deleted from the server, messages will still be stored in the Archive Manager system. Church continued, "So far we have used Archive Manager purely as a systems administration tool to allow the IS team to retrieve deleted e-mails. This in itself has proved the value of Archive Manager time and time again!"

The Bottom Line

"A big weakness in the past was legislative compliance in terms of records and the abillity to produce them when required, particularly when involving court cases. Archive Manager has solved that problem for us in dealing with e-mails," said Church.

Overview

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- Ewen Church,
Upper Hutt City Council

Headquarters

Upper Hutt, New Zealand

Critical Needs

A solution to manage e-mail messages and restore vital e-mails that are accidentally deleted.

Solution

Quest® Archive Manager

Results

- Improved server performance
- Helped achieve legislative compliance
- Enabled retrieval of e-mail at any time
- Ensured maximum storage efficiencies with single instance storage

QUEST SOFTWARE®

Archive Manager provides a record of all e-mail-based communication in a readily accessible format. There is no client software to install, and the implementation is fast and easy. Single instance storage ensures maximum storage efficiencies. In addition, operational efficiency and legislative compliance can be achieved.

With Archive Manager, all e-mail messages sent and received are captured and stored, and this information can be easily accessed. Once an e-mail message is found, it cannot be modified, ensuring the overall system complies with records management policies. Archive Manager is providing benefits across the whole organization, improving server performance, providing greater accessibility to messages and corporate knowledge, and ensuring that all messages are captured and stored as a permanent record.

About Upper Hutt City Council

Upper Hutt City Council serves a community of over 36,000 residents and interacts with a wide cross section of the community. Their strategic plan is to encourage growth in the numbers of visitors to the city, to encourage economic and residential growth within the city, to reduce unemployment within the city and to support and encourage a positive reputation and image for the city.

About Quest

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and windows. 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.**