



Eliminating Email Overload

With Lotus Notes and a 3-Tier Storage System

The Problem

For three years, Tai Lam, IT manager of MGE UPS Systems in Costa Mesa, California, searched for a way to deal with users who store almost every email and attached file. Lam put a 150MB mailbox quota on most of MGE's 500 employees, but skyrocketing use forced him to add four additional email servers.

MGE is a world-class manufacturer of power protection solutions. For the past two years, the consulting group Frost & Sullivan has named MGE "UPS Company of the Year." And so, understandably, Lam wanted a world-class solution for his own infrastructure. Email archiving seemed to be the answer, but Lam couldn't find a solution that met his exacting requirements.

First, most archiving solutions were architected for Microsoft Outlook/Exchange server, while MGE is among the estimated 24 percent of companies that use the Lotus Domino/Notes messaging platform. Also, Lam wanted to reduce his storage costs further by moving archived files and e-mail messages that haven't recently been opened to tape. The desire for a three-tiered storage architecture that could work with Lotus Notes and meet his budget requirements proved daunting.

The Solution

Insight Integrated Systems, a solutions provider for Lam, found an answer that met all his requirements and meshed with his existing NetApp storage infrastructure.

Zantaz Inc., the global leader in email archiving, had recently introduced the Lotus Domino version of Zantaz EAS, its enterprise archive solution. Using a client-server architecture, Zantaz EAS centrally archives Lotus Domino, and a NetApp 3020c storage system was chosen to provide backup, archiving, and mirroring.

"MGE already used NetApp storage," says Steve Woesner, a system engineer at Insight. "This Zantaz system provided them a more flexible, scalable configuration that preserved their existing infrastructure."

Zantaz EAS uses pre-determined settings to send designated Notes NSF emails to the archiving server. A "stub" is left behind in the user's mailbox indicating that an email had been successfully archived. Users simply double-click and the message or file is retrieved from the archive store just as if it were on the server.

Also, Zantaz EAS offers a mix-and-match series of components, which allowed Lam to keep his budget in line by selecting only the functionality he needed. Indeed, a recent IDC report attributed Zantaz's status as archive market leader in part to "flexible product offerings [that provide] customers with more choice instead of forcing them to choose a single model."



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- Tai Lam,
MGE UPS

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Working closely with the Insight sales and engineering team who architected the solution, Lam selected EAS Storage Manager. This allows policy-based migration of data from one tier of storage to another, including tape. "If a file or email on the secondary storage is not used for a year, it will automatically move to tape," he says. "I figure if something hasn't been used for a year, it probably never will be."

The Payoff

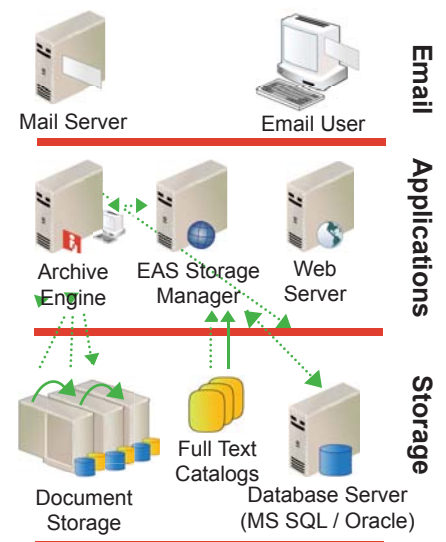
Lam knows Zantaz EAS will bring numerous benefits.

Most companies have found their overall email and file storage volume slashed by 50% to 80% through EAS' single instance storage, compression, and attachment splitting. According to studies, two-thirds of messages are redundant. Single-instance storage solves this problem by archiving, say, only one copy of a 15MB Powerpoint presentation that was emailed to 25 people as an attachment, except for any copies that were modified by a user.

The consolidated email attachments, documents, and public folders in the centralized NetApp 3020c storage system provide faster search and retrieval, increasing worker productivity.

In case of litigation, MGE UPS will be able to recover necessarily documents quickly and easily. Regulatory concerns aren't as big an issue for Lam as in some industries. However, it's comforting that 14 of the top 20 financial services firms rely on ZANTAZ to meet strict regulatory compliance requirements for managing and archiving email.

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The Business Case for Email Archiving

- ◆ 50%-80% reduction in overall email and file storage
- ◆ Significantly lower IT overhead by offloading email to files to more cost-effective storage
- ◆ Improve user productivity by eliminating quotas and providing easy search and retrieval of millions of historical emails and files
- ◆ Ensure accurate retention, complete disposition and preservation in accordance with legal holds and industry regulations
- ◆ Ensure completeness of message capture regardless of any user deletions or movements

Battling ever-growing stores of emails and attachments?

Call Insight Integrated Systems to provide a needs based analysis and cutting-edge thinking to solving your storage challenges in a cost-effective way.