



Illinois county government office deploys an email archiving appliance to meet regulations

The Background

Local governments increasingly face the same kinds of email compliance challenges as their colleagues in other industries, and McLean County, Illinois is no exception. McLean County provides a variety of governmental services to their 160,000+ population. The County's Information Technology Department provides technology services to the county government.

McLean County operates under the 50 ILCS 205/1 Local Records Act for the State of Illinois, which declares that a program for the efficient and economical management of local records will promote economy and efficiency in the day by day record keeping activities of local governments and will facilitate and expedite governmental operations.

The Challenge

While the IT Department backed up county information every night to tape and took everything offsite weekly, they soon realized that this was not sufficient to meet government regulations. "We want to enforce the same standards of retention as in regulations like Sarbanes Oxley," said Craig Nelson, Director, McLean County Government Information Technologies. "Also, we wanted to eliminate the loophole of being able to delete something the same day it was received, so a system that provided automatic capture, archival capabilities, and easy retrieval, became very important to us."

Ease of configuration and maintenance figured prominently in their need for email archival compliance, according to Nelson. McLean County's main server uses Exchange 2003 with Outlook installed as the County's email client. There are over 700 employees accessing and using e-mailboxes, and the McLean County Government Information Technology Department is responsible for all of them. One employee in the IT department maintains all mailboxes, which average a daily mail total about 25,000 messages and attachments, not counting the 8,000 junk emails regularly trapped by their spam filter.

Nelson evaluated a dozen systems in his search for an email archiving solution. "There were solutions that could do more for seven times the price, but we did not have \$90K to spend on an email archiving solution. We looked at balancing our budget with the best product available."

McLean County Government selected the Intradyn™ ComplianceVault (CV1U1000) with Sony AIT-5 tape library (LIB162A5BB). "It was clearly the best choice," said Nelson.

Solution

The Intradyn ComplianceVault E-mail Archiving and Retrieval Appliance with Sony's Advanced Intelligent Tape™ (AIT) automation technology is a combined archiving and retrieval solution tailored to address demanding record retention requirements for small and medium sized businesses (SMB).

Overview

■ Challenge

McLean County's IT Department in Illinois needs to archive emails from 700 employees to meet the current government record retention regulations.

■ Solution

They deployed the Intradyn ComplianceVault backup with a Sony AIT-5 tape library (LIB162A5BB)

■ Benefits

The solution delivered ease of management and control over email and retrieval.

"We looked at balancing our budget with the best product available" ... "It was clearly the best choice."

*Craig Nelson
Director of IT
McLean County Government*




The ComplianceVault integrates hardware and software into a solution that can be attached to a company's network to capture e-mails on a continuous basis, from virtually any e-mail system that is based on the common POP3 or IMAP standards, and from a virtually unlimited number of mailboxes. E-mails are stored and indexed to disk for fast search and retrieval, and archived and indexed to Sony's AIT rewritable or write-once, read-many (WORM) media. AIT WORM media limits accidental erasure or alteration of data, enables time and date authentication, and allows for easy off-site storage, all at a low cost. ComplianceVault with AIT offers a cost-effective and plug-and-play solution for small and medium businesses that need to tackle regulatory compliance.

Nelson explained that they're always being asked to do more with less, so finding a system that provided simplicity in configuration, operations, and maintenance was a large factor in their selection. With ComplianceVault, no additional personnel resources are needed. The system has archived over 800,000 emails in a six-month period, yet only requires one employee to operate the system and retrieve needed emails in less than 10 seconds. ComplianceVault stands out for its ease of management, according to Nelson. "We don't have to intervene with it. We just put it in place and it hums and runs."

ComplianceVault access is limited to two employees due to email sensitivity, and the built-in Audit Log gives added security in this scenario, according to Nelson. Neither employee can perform a search without the other one knowing, as ComplianceVault provides a tracking record that cannot be altered.


McLean County preferred the disk to tape structure of ComplianceVault to competitive solutions that had databases that needed to be maintained. With the ComplianceVault

design, the IT department doesn't have to think about email archival on a daily basis. All email content flows in to the ComplianceVault disk. IT can periodically dump it to Sony AIT tape and then take the tape off site as part of a disaster recovery and business continuity scenario. The system to date has stored six months of data and we're "only at 10% of used space on our 1TB ComplianceVault - much better than I had hoped for," said Nelson.



LIB-162A5BB

16-slot tape library
Rack-mountable
6.4 TB native
16.64 TB compressed¹
24 MB/s transfer rate



CV1U1000

Email Archiving appliance
Rack-mountable - 1U
1 TB native capacity

While email retention is important from a legal perspective, retrieval also plays an important role in the McLean County daily operations. In the last several years, the county has had a number of cases where they have been asked to produce all emails related to a particular employee in a specific time frame. Previously, they had to pull a technician off an assignment, have him get the backup tape out of storage, restore the mailbox, do a keyword search, clean the report, and package it for delivery – a half to full day process. With ComplianceVault, Nelson or a colleague can gather and ship the

requested email information out with all parameters, including attachments, in five minutes. Over the five cases to date since the system was installed, that adds up to 30 minutes of total time rather than 20 or 30 hours previously used, a definite productivity improvement.

One of the unexpected advantages McLean County discovered in the ComplianceVault system was its ability to support their email policy that prohibits obscene words and language. "We can do a 'random sample' searching for text words that are in violation," said Nelson, "and enforce our email policy without the need to target and select specific employees."

Sony's AIT-5 library plays an integral part of the ComplianceVault email archiving solution, giving the company 6.4TB native, 16.64TB compressed (using 2.6:1 ADLC) storage capacity. Per AIT-5 tape media the storage capacity is 400GB native, 1.04TB compressed (using 2.6:1 ADLC) giving McLean County the capacity to archive years of data. Write-once-read-many (WORM) capabilities of AIT were a factor in their decision to deploy ComplianceVault, according to Nelson, who can now "testify that my staff does not have the ability to alter or change content of any electronic materials."

Conclusion

Sony AIT tape storage is essential to McLean County's email compliance services and has given IT seamless management and control over mail and retrieval. Having an email archival system that incorporates tape also lets McLean County implement disaster recovery for their mail retention practices, and build email into their offsite retention policy.

With the Intradyn ComplianceVault and Sony AIT solution, McLean County purchased and implemented a system that worked immediately and

delivered what was promised –ease of management, reliability, and advanced features.

“ComplianceVault has been great for us,” said Nelson, “and we hope that Sony and Intradyn will continue to develop and grow the product.”

About the ComplianceVault™

ComplianceVault™ Email Archiving & Retrieval Appliance is both affordable and extremely simple to use, requiring no integration of hardware and software, and with minimal to nearly no disruption to a company's existing IT infrastructure. It's a complete, drop-in solution: a plug -and-play, purpose-built network appliance, ready to run right out of the box.

The ComplianceVault™ captures and archives all of a company's email on a continuous basis, without the typical "per-user" fees often charged by other solutions.

The ComplianceVault™ works with Microsoft Exchange, Lotus Notes, Novell Groupwise, or virtually any IMAP or POP3 email system. When attached to the network, all emails are immediately and continuously saved and indexed to disk, plus they can be archived and indexed to Sony® AIT tape at specified intervals — making them available for retrieval in a manner compliant with corporate policies.

For more product information go to:
www.sony.com/sonyintradyn

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