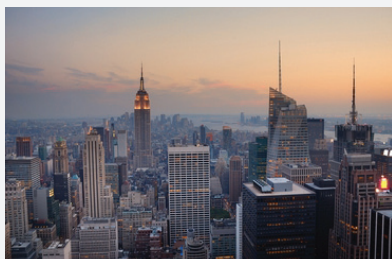


# AHRC NEW YORK CITY

## EMC SourceOne email archiving system helps improve eDiscovery response times



### ESSENTIALS

#### Challenge

Fulfilling email eDiscovery requests from AHRC's legal counsel was a very time-consuming process in which IT personnel needed to restore email messages from tape media before performing the eDiscovery query

#### Solutions

- EMC SourceOne Email Management for Microsoft Exchange
- EMC Centera

#### Key benefits

- Response time for eDiscovery requests reduced from weeks to minutes
- More rapid and comprehensive responses to subpoenas and other legal actions
- Better and faster access to documentation supporting compliance audits
- A solid foundation for a formal retention policy
- Seamless migration from EMC EmailXtender to SourceOne Email Management

AHRC New York City currently serves more than 15,000 individuals with intellectual and developmental disabilities throughout all five New York City boroughs, as well as two upstate New York locations. AHRC New York City offers a wide range of programs, services, and support tailored to the specific needs of the individuals it serves, and today is one of the largest consumer-based nonprofit organizations in the city.

### A CUMBERSOME TAPE RESTORATION PROCESS

Since AHRC provides a wide range of services to such a large population, the organization is subject to compliance with many different regulations including the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA). AHRC relies heavily on email as an archival tool for storing business-critical communications that document compliance, and also to support eDiscovery for litigation support.

The IT department is responsible for fulfilling email eDiscovery requests from AHRC's legal counsel. Previously, this was an intensely time-consuming process in which IT personnel had to restore email messages from tape media before performing the eDiscovery query. The job became even more complicated if the eDiscovery requests covered email from former employees, since their mailboxes had been removed from the system. Restoring a former employee's account, and then going through the restoration and eDiscovery query could take an entire week, but the typical litigation request might cover a much longer period—up to years—which would require even more time.

“If our legal counsel needed two years' worth of emails for a single person, it would take 24 weeks—not an acceptable response time in any circumstance,” says Peter Yau, computer operations manager, AHRC New York City.

### IN SEARCH OF A NEXT-GENERATION SOLUTION

AHRC originally sought an automated solution that would provide a faster, more reliable, and more accurate method of searching for and retrieving email messages. First to be implemented was EMC® EmailXtender®, which provided automatic archiving of all email from Microsoft® Exchange servers. EmailXtender served the organization well for more than two years, and provided important functionality, such as deduplication of emails to be archived.

As its business requirements evolved, AHRC was ready to move to a more robust solution that would support soon-to-be-adopted formal retention policies, including a requirement to archive all emails for seven years. Also, AHRC had a vision of providing a central location to which large numbers of PST files currently stored on user hard drives throughout the organization would be migrated.

“Currently, user laptops contain a great deal of sensitive information that would create a definite liability if those machines were lost or stolen,” says Yau. “We need to limit our exposure there.”

## EMC SOLUTION

To address these requirements, AHRC recently completed the migration of its email archiving capabilities from EmailXtender to its logical successor, EMC SourceOne™ Email Management for Microsoft Exchange.

“The cost-benefit model we saw from EMC SourceOne was far better than that of other products we evaluated, including hosted solutions,” says Yau.

To assist with the migration, AHRC engaged EMC partner International Computerware, Inc. (ICI). Since AHRC was part of the EMC controlled release program for SourceOne Email Management Migrations, ICI worked closely with the EMC SourceOne engineering team to give feedback about the migration tool and report on the migration progress. ICI is one of EMC’s preferred partners for SourceOne Email Management migration. They took ownership for the migration and effectively managed the process.

“Previously, with EmailXtender, the client was only deployed to a select number of users due to issues with client/server version matching, but SourceOne has enabled us to deploy the search interface much quicker to all users in our enterprise,” explains Yau. “Now, user deployment requires no IT involvement other than publishing a Web address. Also, SourceOne offers a sleeker and more intuitive Web interface—and we’re now able to apply more granular policies over the datasets under control of the system.”

## FROM WEEKS TO MINUTES FOR eDISCOVERY AND COMPLIANCE SUPPORT

Now, email from all 2,100 of AHRC’s user mailboxes is automatically archived into the SourceOne repository, with EMC Centera® storage providing the archiving platform. Regular users include the IT staff responsible for fulfilling eDiscovery requests as well as a number of other AHRC employees—ranging from clerical workers, teachers, and case workers—who can perform quick, easy keyword searches and retrieve emails using the SourceOne Web-based interface.

Today, the AHRC IT staff is able to respond to legal eDiscovery requests almost instantly—a great improvement over the old process (prior to EmailXtender) that required mailboxes to be restored from tape. A typical eDiscovery request that might have taken several weeks before now only takes minutes using the SourceOne web-based interface. Also, with a fast, easy, and comprehensive method for archiving and retrieving emails, AHRC is now much better equipped to handle periodic audits for HIPAA, FERPA, and other types of compliance.

In addition, the system’s robust search capabilities offer improved flexibility in searching as well as more comprehensive retrieval of information. For example, the previous process required users to provide very specific search terms, but now the system will return comprehensive results even with input that is more vague (e.g. misspellings, approximations, or variations on the wording of search criteria).

“With SourceOne, we can be sure we’re getting a complete and accurate result since the system uses journaling to capture every piece of mail that goes in and out of the organization,” says Yau. “And now, the quicker response times for eDiscovery mean that our attorneys are better prepared to more rapidly respond to subpoenas and other legal actions.”

## LOOKING AHEAD

While AHRC abides by stated policies regarding data retention, the organization's executive management team will soon create a formalized governing policy for email centered on the SourceOne email archiving environment. Once in place, this policy will provide guidelines for the IT staff to begin deploying additional SourceOne functionality such as automatic message shortcutting, which will greatly reduce the size of mailboxes and improve mail server performance. Eventually, the IT department will work to migrate a vast amount of PST files to the SourceOne archive—ensuring protection for this information in the event of hardware failures or loss of end users' computers.

**“With SourceOne, we can be sure we're getting a complete and accurate result since the system uses journaling to capture every piece of mail that goes in and out of the organization. And now, the quicker response times for eDiscovery mean that our attorneys are better prepared to more rapidly respond to subpoenas and other legal actions.”**

PETER YAU  
COMPUTER OPERATIONS MANAGER

## SUMMARY

By moving from a time-consuming tape restore process to a completely automated email archiving and retrieval environment based on EMC SourceOne, AHRC New York City can now fulfill eDiscovery requests and support compliance audits in a small fraction of the time once required. The IT staff is freed to perform other tasks, and AHRC's legal counsel is better positioned to respond to subpoenas in a timely fashion. In migrating from EMC EmailXtender to SourceOne, AHRC is laying the groundwork for a formalized email retention policy that will serve the organization and protect its information assets into the future.

## CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at [www.EMC.com](http://www.EMC.com).

EMC<sup>2</sup>, EMC, Centera, EmailXtender, SourceOne Email Management for Microsoft Exchange, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners. © Copyright 2011 EMC Corporation. All rights reserved. Published in the USA. 5/11 Customer Profile H8731