

Goodhue County, MN

Intradyn Email Archiving Appliance



INTRADYN[™]
Archiving and eDiscovery Innovation

About Intradyn™

Founded in 2001, Intradyn is a recognized leader in the eDiscovery and archiving markets, producing leading edge products for small and mid-sized businesses, organizations, and governments.

Intradyn is headquartered in Mendota Heights, Minnesota, with partners throughout North America, Europe and Asia.

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The Business Need

We had a different email-archiving product we thought was going to be just wonderful, and it turned out to be hopelessly terrible,”

- Randy Johnson, IT Director for Goodhue County, MN

The product was archiving email for the county, but the Search functions were underpowered. “It didn’t work,” Johnson said. “No Boolean. Also, the support was hopeless. It was a nightmare.”

Goodhue County required a product that would not only archive email, but also allow its IT director to efficiently search and produce emails for eDiscovery and public information requests or Freedom Of Information Act (FOIA) purposes. “I knew we had to find something else,” Johnson said.



The Intradyn Solution

Johnson met an Intradyn sales engineer at an IT group meeting and learned more about the Intradyn line of email archiving appliances. “I realized, ‘wow, this is cool,’” Johnson said

Appliance-Based Email Archiving

“We like appliance-based solutions: lean and mean, set it and forget it, out of sight, out of mind,” Johnson said. “As opposed to something on a Windows® server: then, you’ve got to do patches and updates all the time. We just went to Exchange 2010® from 2007 and when you do that, there are a million things involved. A lot of things were broken for a while. But when I changed the Intradyn pointers to the new server, it worked just fine. That was easy!”

“It’s just not that difficult,” Johnson said. “Our Intradyn email archiving appliance saves us a whole bunch of work.”

“We educate ourselves, and then pass that knowledge along to our customers,”

-Pat Powers, Account Executive for Intradyn.

Customer Support Actually Listens

“Customer support has been great: very helpful,” Johnson said. “One neat thing about Intradyn is I suggested a couple of things to them and they were happy to have me suggest those things. They take customer input and implement it as new features. They listen.”

“One of our newest features is the ability to print to PDF. Historically, you had to have Adobe® Acrobat® installed and redirect the printer to the PDF engine. Now, you can simply click ‘print to PDF’ and save it. That idea came directly from customers who asked for it,” said Mike Kieffer, Director of Sales Engineering for Intradyn.

Porting from the Legacy System

There were difficulties in porting over Goodhue County’s email from the old system to a Intradyn - “there was so much email to port that it took some effort to get it to the new box”— but Intradyn’s support offered to port the mail to Intradyn for no added charge.

“We would have had to pay the old company to port it off for us,” Johnson said.

Intradyn took care of the migration for free because “that’s just what we do,” said Kieffer. “Many archive providers charge for professional services, but



that’s just not Intradyn’s way. Usually, Intradyn provides the migration as an education service; we benefit down the road, because later we’ll get customers who have used the same legacy system(s), and we’ll already know how to migrate data from those systems to the Intradyn appliance.”

“We educate ourselves, and then pass that knowledge along to our customers,” said Pat Powers, Account Executive for Intradyn. “It benefits each individual customer, it benefits our team because we learn, and it benefits future customers because they partner with a more knowledgeable vendor.”

Multi-Phase Deduplication

With more than three million emails and five million attachments on their Intradyn archive, Johnson is happy with the appliance’s de-duplication and compression features.

Intradyn has a two-pronged deduplication protocol. The first prong is single-instance storage.

“Depending upon the email server, if you’re sending to 10 recipients, there can be 11 instances of that message (10 recipients, your Send folder) on the server,” Kieffer said. “But if you send an email to more than one person, Intradyn only keeps one copy, with pointers to all the different recipients.”

As an aside, Kieffer adds, “The Microsoft® Exchange® mailserver used to do single-instance storage, but they removed it from Exchange 2010. When migrating from 2007 to 2010, Exchange users saw the size of their email store increase by 40%.”

“Intradyn takes the email off the server into the system, and our customers then see the size of their mail store reduced by 40%,” Kieffer said.

The second prong involves active deduplication. When a message comes in to the system, Intradyn divides the message into pieces. First, it cuts it into the header (date, to/from, subject line, message id/header). Then, if you’ve sent the message to 10 people, each message will have a unique header on it personalized for that person. But message bodies are often the same, so Intradyn will deduplicate those message bodies across the entire archive, so there is only one copy,” said Kieffer.

“Additionally, at the attachment level, if you send the same attachment on separate emails —no matter how much time has passed between messages— the

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-Kieffer said.



Intradyn will only archive one of each same attachment. It will only refer to the first one that was sent through the archive. Pretty neat,” Kieffer said.

Rights and Access

Johnson is particularly happy with the different levels of rights and access built in to the Intradyn appliance. He plans to set up accounts for the county’s attorney and HR leadership, but will limit them from administrator capability. He will show them how to do searches through the Web interface, and also plans to show individual employees how to restore emails they’ve deleted.

Intradyn offers many options for rights and access. “There’s ‘Big Brother’ access, where one or two people can search the entire archive and look at everybody’s emails. Another type is end-user access, where the end-user can see just their email, so they can restore deleted messages from their own account,” Kieffer said. “But we have another way, where you can set security so the person providing the day-to-day IT management can have full administrative access to manage the device, but they can’t read any of the emails it contains.”

Administrators can also allow corporate officers to have access to everyone’s email, but can limit results to the header information: not the message body.

“They get search results, but other than seeing to/from/subject/date, they can’t read the message content. This comes into play in Europe: European law says that an employee’s email belongs to the employee.

Companies

can’t view an employee’s email without the employee, or the employee’s agent or union representative, being present. They have to log in with another id so they can see the body of it. Intradyn supports that,” Kieffer said.

Simple Search Options Yield Complex Results

You don’t have to know Boolean to do Boolean queries with Intradyn. Instead, you put two words in the search box, and choose from a pull-down menu of “all of the words,” “one of the words,” or “exact phrase.” It’s an intuitive and extremely flexible solution.

All parts of the email are searchable independently or as a whole. Meta data, attachments, message body: a Intradyn administrator can search everything, or pick and choose.

“I’ll tell you,” Johnson said, “doing searches through Exchange Server and Outlook mail is almost impossible. You’d be spending the rest of your working days trying to find stuff. With an option like Intradyn, it’s easy.”

Financial Advantage

Intradyn's RazorSafe email archiving appliance saves its customers money by more than just its quicker search results.

Service Contracts

Johnson purchased a three-year service contract—the typical appliance service period for Goodhue County—but doesn't foresee any problems with his Intradyn.

“Our joint hardware and software coverage is less expensive than what most of our competition charges just for software coverage,” Kieffer said. “Intradyn's competition typically offers two agreements: one for software, and one for hardware. When you add the two of those together in the case of competitors, the annual cost is between 45-51% of MSRP, annually. If you only buy the software support from our competitors, that typically costs 28% of MSRP. Intradyn's service contract costs between 20-22% of MSRP, and it covers both hardware and software,” Kieffer says. “We have just one agreement, and that's that.”

Legal Holds and eDiscovery

In preparation for anticipated eDiscovery requests, Johnson's already utilizing the Intradyn “Legal Hold” feature.

“If you flag a message—or ‘tag’ it, in lawyer-speak—with a legal hold, that prevents it from ever being deleted from the Intradyn archive,” Kieffer said. “Once that tag has the legal hold attribute, all of those messages and any subsequent emails will not be deleted for as long as they are tagged with the legal hold.”

“If you so much as hear a rumor that a subpoena is coming, you are responsible for making sure the data related to that subpoena is reserved and protected. It can't accidentally or purposefully be deleted,” Kieffer said. “You can also be proactive: define a search and save it, and schedule it to run automatically, and have that automated process run a hold on anything that finds in future messages.”

“I've got legal holds running weekly [on a couple of topic keywords], so if they make the call, I can run it right now, or I can give it to them from last Thursday. That's the beauty of it,” Johnson said.

Based on previous experience, Johnson believes that this functionality will ultimately save time and resources whenever the County faces the potential of legal proceedings.

Mailservers Serve—not Store—Emails

Email servers exist to send and receive email, not store it. “Storing email on a mailserver results in terrible load-based stress. You wouldn't expect the U.S. Postal Service to have the Library of Congress for mail. They deliver email and then they're done with it. RazorSafe is built for that long-term storage, allowing mailservers to do what they are supposed to do: send and receive email,” Kieffer said.

The Intradyn utilizes RAID 5; Johnson feels this solution is perfectly suited for the needs of Goodhue County.

“We're storing more than three years of email and we're only at about 50-percent full,” Johnson said. “I'm convinced we'll be fine here for five or six years.”

