

Horowhenua District Council addresses legislative compliance and storage issues by implementing AfterMail



Horowhenua District Council serves a community of over 30,000 residents. The mild climate and rich soils make market gardening, horticulture and farming the mainstays of the economy.

The council has approximately \$400 million in 'infrastructural assets & recreational assets'. With over 60 full-time employees and a turnover of \$25 Million per year, the Horowhenua District Council largely uses an 'outsource model' for 'service' provision, it is largely a 'custodial' and strategic planning organization.

The Horowhenua District Council sought a solution that could help with their main challenge of reducing the amount of storage that was being held in Microsoft Exchange email boxes and moderate the potential exposure of having to spend many thousands of dollars to install Microsoft Exchange Enterprise (because of storage limits which applied at the time).

Their second aim was to 'archive email' to ensure legal compliance.

"Email volumes (in & out bound) have increased from about 0 in 1999 to an average of 750 per day. We have had to cope with this new communication channel with a fixed staff establishment. This required new and innovative ways of controlling volumes, storage and of course retrieval when necessary." says John Montgomery, Information Services Manager.

When looking for an email management solution, the Horowhenua District Council identified several key drivers including:

- Access to essential corporate information – staff turnover and obsolete mailboxes contained large amounts of documents;
- Storage and software 'threshold' limits were a challenge with Microsoft Exchange having only a 16 GB limit;
- The need to provide enhanced email collation by content or subject matter, reduce duplicate and improperly stored records and a lack of records management discipline;
- Software license compliance;
- Legislative compliance with the Electronic Transactions Act.



Customer Overview

Country: New Zealand

Industry: Local Government

Platform: Microsoft Exchange

Key Drivers: Storage, Compliance

Profile:

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AfterMail Partner



<http://www.iknowgroup.co.nz>

Key reasons why the Horowhenua District Council selected AfterMail

- The product was very 'price competitive'.
- No LOST emails.
- Very efficient for the requirements at the time of purchase.
- Legislative compliance can now be achieved.

According to John Montgomery, "AfterMail helps achieve legislative requirements and the management of a large number of 'redundant' email boxes that still had data in them."

How AfterMail helped

Now, using AfterMail, all email messages sent and received are captured, stored, and easily accessible resulting in the following key benefits:

- AfterMail reduced the mail storage by over 30%.
- No email is stored in Microsoft Exchange more than seven days.
- AfterMail was a 'good fit' with ADI Dataworks – their electronic document management system.
- Payback on the initial investment was less than four months.
- Email transactions that had not previously been 'filed' in the corporate system can now be accessed.
- They are now able to verify or research customer initiated enquiries that were handled by staff that have since left the organization.

The AfterMail solution

Once an email message is found, it cannot be modified, ensuring the overall system complies with records management policies. AfterMail is providing benefits across organizations, 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 AfterMail

AfterMail is a next generation email management solution that addresses current email archiving, storage and compliance challenges, while also providing a forward looking platform for email enabling line of business applications.

AfterMail has been designed to be implemented quickly, with minimal impact to an organization's email systems and existing tools.

AfterMail transforms email into enterprise information.

"

I bought the product without a 'sales pitch' as I immediately saw the advantages for us.

The 'payback' was four months and that is a great investment return for any of the 'bean counters' out there!

"

John Montgomery, Information Services Manager.

For more information

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