Quest Gives Immanuel College a Lesson in E-mail Archiving, Delivering Protection of Individuals and 95 Percent Time Savings

Immanuel College is a Christian co-educational day and boarding school for children ages 11 to 17. The school provides all 130 members of staff and 870 students with e-mail, running on Novell GroupWise. It called on Quest Software to help with e-mail storage and compliance.

The Challenge

Having made the decision to provide e-mail for all students and staff members, Immanuel College was concerned about compliance. Much of the correspondence to, from and within the school was being conducted via e-mail, including contact with parents about students and business communication. However, when staff members left the school, their user accounts were deleted and their mailboxes became disabled, making all e-mails inaccessible or even discarding them.

Whilst hard copies of paper-based correspondence are filed away, Immanuel College wanted to ensure that all e-mails were safely stored for fast and easy retrieval, to be compliant with regulations.

During discussions with their peers in the education sector, the school's staff learnt about a court case where e-mail communication was a significant factor. As a result, Immanuel College also realised the importance of proving or disproving that particular information had been sent—for example, about a student to a parent. If a parent disputed that communication had been received about a child, the school needed to show definitively whether or not the e-mail had been sent. This type of issue could lead to a liability if an unauthorised person were to receive student communication.

From both compliance and liability perspectives, Immanuel College recognised that a solution was needed to help manage the content of its 1,000 mailboxes and provide a means to preserve all e-mails, should they be needed at a later date. In addition to e-mail storage, the school wanted a method of tracking all e-mail content to help protect its staff and students from harassment.

The Quest Solution

Immanuel College considered three e-mail archiving solutions and selected Quest's Archive Manager This solution met its requirements and provided the greatest breadth of functionality in a number of areas. The school was particularly impressed with the following:

- All messages have a retention policy applied for ten days, so they can't be deleted prior to archiving.
- The number of search criteria in Archive Manager was greater than what the other products offered.
- Alerts can be set up based on trigger words within e-mails, so preventive measures can be taken against harassment.
- Running Archive Manager doesn't impose space or performance overhead, and maintenance requirements are minimal.
- Archive Manager operates in conjunction with GroupWise e-mail.
- A customized solution was developed in-house by Quest with no third-party involved.

Immanuel College was also impressed with the people at Quest. "We dealt with our account manager for most things, which enabled him to gain a deep understanding of our requirements," explained Brian Jacobi, strategic projects director at Immanuel College. "As a result we've developed a strong working relationship, which is important to us."

Archive Manager was initially installed in a test environment, and implemented in full shortly afterwards, going live in January 2006. "The implementation was very straightforward," said Jacobi. "Quest's support team proved to be extremely professional and helpful - I can't speak highly enough of the people involved."

"The most important thing Archive Manager has provided us is the protection of individuals. We now have a way to preserve all e-mails should they be required as evidence in the future. And, the trigger word alert capability helps us to reduce the risk of cyber-bullying and harassment. You simply can't put a price on that."

— Brian Jacobi
   Strategic Projects Director
   Immanuel College

IMMANUEL COLLEGE
A School of the Lutheran Church

Overview

Headquarters

Adelaide, Australia

Services

Education

Critical Needs

A solution to provide fast and accurate access to archived e-mail for compliance purposes

Solution

Archive Manager

Results

- Protects against harassment for students and staff members

- Achieved e-mail compliance by delivering fast and accurate access to school records, through full e-mail archiving capabilities

- Protects school's reputation and ultimately its revenues

- Delivered e-mail search time savings of at least 95 percent

- Created resource savings

- Provided peace of mind

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The Bottom Line

Immanuel College is emphatic about the key benefits Archive Manager has delivered from both compliance and liability perspectives. "The most important benefit is the protection of individuals," said Jacobi. "We now have a way to preserve all e-mails should they be required as evidence in the future. And, the trigger word alert capability helps us to reduce the risk of cyber-bullying and harassment. You simply can't put a price on that."

As a result of its ability to archive all e-mails efficiently, Immanuel College is protecting its reputation, staff and students. "If we can't protect our people, we'd also be open to negative PR, which could affect enrolment levels," explained Jacobi. "Archive Manager has provided us with peace of mind."

When Immanuel College needs to search e-mail records to provide evidence of an action, Archive Manager provides time savings of at least 95 percent as well as resource savings. "A search of archived e-mail typically takes about 10 minutes," noted Jacobi. "Prior to Archive Manager, such a search would have taken hours, maybe even days, and would probably have involved more than one person."

About Immanuel College

Immanuel College is a Christian co-educational day and boarding school for students from Years 7-12. The College is a school of the Lutheran Church of Australia. Its curricular and co-curricular programs offer students opportunity for spiritual and moral growth, service and social involvement, excellence in academics, the arts and worthwhile physical activities, to prepare them for their individual vocations and a Christian life.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at **www.quest.com**.

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