

LIVERPOOL JOHN MOORES UNIVERSITY

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Kevin Walsh
Technical Director
Liverpool John Moores University

storage files. Known as personal storage table (PST) files they were unprotected and scattered across individual PCs. Not backed up and prone to corruption, they frustrated users who could no longer retrieve vital information.

SOLUTION

The university set out to find an email archiving solution that would give users unrestricted mailbox sizes, enable quick recovery, and reduce overall storage costs. Five potential suppliers were invited to give technical presentations. LJMU chose Iron Mountain NearPoint because of its integrated architecture.



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“We were very impressed with the functionality that came as part of the core NearPoint product,” confirms Kevin Walsh. “It met all of our storage optimisation and Exchange recovery requirements. We will also be able to move our storage on to lower cost options and dramatically reduce our backup times.”

Using NearPoint means the university is not only able to archive and protect all of its Exchange data, but also has a single platform for both email and file archiving. This enables standardisation of storage, recovery, and compliance policies. “Implementing NearPoint will reduce the data held on Exchange by 75 per cent and also facilitate our planned migration to Exchange 2007,” adds Kevin Walsh. “Our users will be able to self-search across their archives using one interface, saving them masses of time and frustration. It was a truly compelling proposition which no other vendor could offer.”

VALUE

LJMU will be able to remove mailbox quotas across the faculty and allow unrestricted mailbox capacity. Administrators can define policies that automatically migrate messages to the NearPoint server using parameters such as message size and age. Meanwhile, users have seamless access to migrated messages and simply double-click on an extended message header to view the message. Operations such as forward, delete, reply, and move, perform in the same way as they would with local message copies.

Moreover, users will no longer need to use PST files to store important data. Existing PSTs will be imported into NearPoint to ensure that all email data is managed and accessed within a secure resilient environment.

With NearPoint, recovery is supported at all levels. This includes full database recovery, mailbox recovery, and individual message restores. “If disaster strikes, one click is all it takes to initiate a complete Exchange failover,” comments Kevin Walsh. “The Disaster Recovery capability is a massive bonus and is easy to deploy, as it comes as one of the standard product options.”

Another standard product option, the powerful eDiscovery functionality, will make it possible for an authorised administrator to search across mailboxes to retrieve data if required for legal reasons or to support disciplinary procedures.

Implementation was straightforward too. With such a large transient population of students it was vital that the chosen email archiving solution was transparent to users, and required no education and no software agents on end user devices. Users are able to search and retrieve emails through their familiar Outlook interface without any training.

Kevin Walsh observes: “It would be virtually impossible to deploy agents to 24,000 student home PCs so it was important that NearPoint did not require any agent software to be installed on either the Exchange servers or the desktops, making implementation simple and quick.”

Although not part of the original specification a spin-off benefit included the use of NearPoint to archive students’ Online Blackboard System virtual learning environment. NearPoint will also enable the IT department to introduce a formal retention and disposal policy oriented to internal requirements as well as regulatory, HR, and legal obligations.

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