



## MONARCH GROUP

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Ian Radford  
IT Network and Information  
Services Manager  
Monarch Group

### SOLUTION

Monarch considered all the main providers. The shortlist came down to two, which were evaluated against test copies of the Monarch Exchange database. Based on this trial and the strength of its customer references, Iron Mountain NearPoint was chosen.

Ease of deployment – with no agent software to deploy on desktops – and ease of management were also major factors in the decision. The ease of use of NearPoint also extends to its disaster recovery capability. Some solutions would have needed Monarch to source and build extra hardware.



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In contrast, the NearPoint Disaster Recovery option simply integrates into the base product.

With the Iron Mountain NearPoint solution, Monarch was able to replace six Exchange servers with just two on separate sites. There is also a NearPoint server at each site and log traffic is replicated between the two. This means Monarch can reconstruct the Exchange database from the archive at either site in a matter of hours.

Prior to deploying the NearPoint solution, completion times for daily backups regularly exceeded the backup window. The NearPoint next generation architecture uses transaction log shipping. This maintains a replica of the Exchange Server Transaction logs keep it current. “Rather than perform full Exchange database backups, we just have to backup the NearPoint server and databases,” confirms Ian Radford.

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Transactions can be rolled back to recover Exchange stores, mailboxes, or individual messages. Furthermore, the NearPoint Call Home management system constantly monitors the archive. It automatically sends an alert to the Monarch support team if it sees potential system issues. This allows problems to be proactively resolved before end users are impacted.

### VALUE

Monarch holds personal information about passengers and is subject to the Data Protection Act. Under this, anyone can issue a request for access

to information, and the receiving organisation has to produce all such requested data within 20 days.

The difficulty in trying to find relevant emails and communications from historic backups can be immense. However, NearPoint advanced search capabilities make searching the archive quick and easy. The NearPoint PST Archiving Option also enables Monarch to locate and import existing PST files for complete control and search capabilities.

Ian Radford again: “We expect that there will be more regulations coming in, not less. The fact that we are ready for current and pending legislation is an added bonus. With NearPoint we know we can satisfy any future regulatory and corporate governance requirements placed on our email environment.”

NearPoint has enabled Monarch to more than achieve its goals of getting runaway email storage back under control, while reducing email store sizes and providing a resilient disaster recovery.

Users can manage their own archived emails, which simply appear as items in an Outlook folder, giving them access to all their emails and attachments, even when off line, and removing the administrative burden from the IT department.

Ian Radford sums up: “As well as giving our end user customers virtually unlimited mailbox storage and easy access to all their emails, NearPoint allows us to move forward with an Exchange environment that we can easily manage and is fully protected.”

Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the UK, Europe, US, Canada, Asia Pacific and Latin America. For more information, visit our website at [www.ironmountain.co.uk](http://www.ironmountain.co.uk) or at [www.ironmountain.ie](http://www.ironmountain.ie)

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