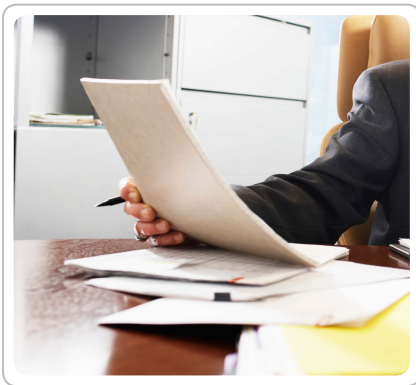


Northampton Borough Council

Northampton Borough Council predicts 50 percent reduction in storage requirements with EMC



Business overview

Northampton Borough Council is a local government authority for the town of Northampton in the UK. The council employs more than 1,500 people in a vast range of jobs to serve the 200,000 people who live within the largest borough in England.

Challenges

Too much time spent retrieving data

With more than 20 different departments—including benefits, planning, licensing, and internal services—operating within it, the Council had high production storage costs due to the growth of e-mail messages, including messages stored on Microsoft® Exchange. The Council was also looking for a way to manage the growth of information stored on file servers—including the proliferation of Personal Storage Table (PST) files as well as general files stored for many years. In addition to operational drivers, the Council needed to comply with the Freedom of Information Act (FOIA), which requires public sector bodies to be able to retrieve and share information upon request within 20 working days.

EMC solution

The Council decided to take an overall approach to address the growth of information associated with its Exchange and Microsoft Windows® file servers in a phased deployment of the EMC SourceOne™ family of products. First, it decided to roll out EMC SourceOne Email Management for its 1,200 Exchange 2003 users in order to lift mailbox quotas, reduce capacity on the Exchange server, and securely hold relevant e-mail in the EMC SourceOne archive. Second, EMC SourceOne Email Management enabled the Council to address challenges with PST files; they wanted to eliminate the 400 GB of PSTs from their environment, as well as disable the ability for users to create additional PST files. Finally, the archiving project included EMC SourceOne for File Systems to manage the size and growth of the file content building up on the storage area network (SAN).

Lifting mailbox quotas

The initial e-mail archiving project set up a combination of realtime message capture and historical archiving for messages stored in Northampton Borough Council's Exchange environment. In order to achieve space savings in Exchange, the Council also implemented a shortcutting policy, where attachments that were over 90 days old on the Exchange server are replaced with a small pointer. As a result of storing aged content in the EMC SourceOne archive and managing the space consumed by attachments through the shortcut process, the Council expects a 50 percent reduction in storage requirements and backup times for Exchange.

With the shortcut process, the Council can eliminate mailbox quotas—removing the need for users to create PST files. Once the Exchange server is under control, the second phase of the e-mail archiving project is to ingest the 400 GB of PST files. The drivers for PST file consolidation are both compliance and operational. The Council wanted to bring the e-mails stored in PST files under central control in the EMC SourceOne archive to meet the FOIA requirements. From an operational perspective, PST files were taking up space on the SAN.

Business Profile

Customer

Northampton Borough Council

Industry

Public Sector

Challenges

- Council wanted a unified approach to information management
- High storage costs across 20 Council departments
- Information was becoming unmanageable on SAN storage
- Information stored on file servers was becoming unmanageable due to increased use of PST files
- Council had to meet compliance regulations on file retention for FOIA purposes

Key Solutions

- EMC SourceOne Email Management
- EMC SourceOne for File Systems
- EMC Centera®

Benefits

- Eliminated the need for mailbox quotas and PSTs
- Reduced document retrieval time from two weeks to a matter of minutes
- Released 50 per cent of storage capacity for both Exchange and file servers
- Deduplicated and centralised content sent in e-mail and stored on file servers
- Provided a storage platform that is suitable for future growth
- Enabled users to retrieve files without IT, freeing up vital resources

Managing unmanaged file content

Beyond e-mail, the Council also looked to manage growth of unmanaged file content sitting on EMC CLARiiON SAN storage—which was a combination of PST files as well as Microsoft Office documents created by users. To this end, they added EMC SourceOne for File Systems as part of the EMC SourceOne implementation. Given that many of the attachments sent through e-mail are also stored on their file servers, the Council was looking to archive a single copy of the content between e-mail and file content. EMC SourceOne for File Systems will enable the Council to consolidate aged files in an effort to help consolidate storage requirements. This is an important cost consideration as the Council can replace their aging storage next year with the same capacity, instead of adding more storage as part of their infrastructure refresh to store aging files. The added benefit from a backup perspective is that to the Council can replace incremental backups with full backups in order to improve restore times and the resilience of their backup system.

Summary

Reducing retrieval times for operational and FOIA requests

One of the key benefits of the EMC SourceOne implementation is the time saved when retrieving documents, including e-mail and file content. With the installation of EMC SourceOne Email Management and EMC SourceOne for File Systems, retrievals that might have taken anything up to two weeks can now be performed by any of the IT support staff within minutes. The thorough search process means that when previously the person searching would need to know the name of the file, when it was created and who created it in order to locate the missing document, the search could now be completed using one word, and take place in a matter of seconds.

“EMC has enabled us to take a more unified approach to our storage. By archiving our e-mail and Office documents in one centralised repository we can easily manage and search for documents to meet FOIA compliance. In addition to this, we’ve been able to eliminate nearly 400 GB of PST files and we expect a 50 percent reduction in our overall storage requirements. This will not only cut our storage production costs, but also improves our backup window.”

Carl Moreton, Enterprise Systems Project Analyst, at Northampton Borough Council

Furthermore, users can continue to retrieve archived mail via the EMC SourceOne web interface and restore the mail to their mailbox without any need for IT support. This gives Northampton Borough Council employees greater responsibility for their own IT use while freeing up even more of the IT department’s time to focus on more critical, value-added IT activity.

EMC²

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