

City and Hackney Primary Care Trust

"RAZORSAFE IS HALF THE PRICE, IS DONE INSTANTLY, AND THE AMOUNT OF STAFF TIME IS KEPT TO A MINIMUM. THIS MAKES IT A VERY EASY SOLUTION TO A DIFFICULT PROBLEM."

Tim Wilson, Associate Director Informatics, City and Hackney Primary Care Trust

CASE STUDY | ARCHIVING



BUSINESS NEED

Reliable, quick-to-install, and easy-to-use solution for email archiving, restoration, and retrieval to comply with Freedom of Information Act and legal requests

SOLUTION

Mirapoint RazorSafe™ 6000 archiving appliance
Microsoft Exchange Server 2003

BOTTOM LINE

RazorSafe installs quickly and "does what it says on the tin."

Background

The vision of the National Health Service's (NHS) City and Hackney Primary Care Trust (PCT) is to improve the overall health and well-being of all the people in Hackney and the City of London, by ensuring everyone has access to high quality and responsive health services. The PCT's department of Information and Communication Technology provides IT systems and services to the Trust, the General Practitioner (GP) community, and participating pharmacies. The department also implements products for Connecting for Health and the National Program for IT systems. The Trust has a virtualised Exchange environment located in two data centers: one active virtualised machine with a second that will be available soon. On average, the Trust receives 11,000 - 14,000 emails per day. The Exchange environment supports 1,400 users. This is expected to grow to about 2,000 users within months, and will include generic email addresses for people to use confidentially.

The Business Need

The Exchange environment was not meeting the Trust's needs for email archiving and mailbox restoration. When PCT originally purchased the contract for a virtualised Exchange environment from Fujitsu, it did not purchase the licenses necessary to restore individual mailboxes. To purchase that capability for the existing environment would have cost the Trust close to £100,000 for licensing from Fujitsu, plus £20,000 to £30,000 of NHS time.

"The virtualised server was already purchased when I arrived," said Tim Wilson, Associate Director Informatics for the Trust. "If the Trust wanted to restore an individual mailbox, they would have had to restore the whole of Exchange."



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Also, as a healthcare organization, the Trust has faced various forms of litigation and investigation over the years, which often resulted in requests for restoration of individual mailboxes of former employees. “This couldn’t even be done before as email wasn’t previously archived. So if they were requested to recover email from a few years ago – it couldn’t have been done,” Wilson said.

“There is a saying we have in the NHS ‘Good record, good defense, poor record, poor defense, no record, no defense,’” Wilson said. “If you don’t have any records to present, this hands the case to the complainant’s side – if the PCT is defending the case – as they have no record of the fact that they have actually sent emails in our out.”

Email archiving would also be addressed during the process of BS7799 ISO 27001 certification, which PCT was in the process of attaining.

“By not having an archiving solution – this put the Trust at serious risk,” Wilson said,

The Mirapoint Solution

“If you had spoken to me two years ago [about appliances], I wasn’t keen on them,” said Wilson. “My views of appliances have changed as they are now filling a niche market.”

In 2008, Wilson attended the IT Directors Forum. Mirapoint was “the only vendor there who had the solution,” appliance-based or otherwise.

The Trust selected RazorSafe for its archiving and restoration needs and Wilson hasn’t looked back. “If you take the vulnerability view, every day without RazorSafe would have increased our vulnerability,” Wilson said. “Software solutions have their own risk, whereas the appliance is designed to do a particular job.”

Wilson ascertained that software-based solutions would incur “much higher risk” and also would take longer to implement than the RazorSafe email archiving appliance.

“From placing the [RazorSafe] order to utilizing the appliance within our organization took exactly one week,” Wilson said. “Pre-sales support was excellent and the advice given and support provided during our procurement period has been exceptional.”

The Bottom Line

“We have offset the TCO against the virtualisation licenses that we would have had to pay. RazorSafe is half the price, will protect us for 7 years, and works instantly. Plus, the amount of staff time is kept to a minimum,” Wilson said.

Additionally, the simplicity of RazorSafe has allowed PCT to shift mailbox restoration from second-line to first-line support. “Second-line support can now focus on bigger issues; RazorSafe frees up their time. The Trust is saving approximately £15k a year by pushing support to a lower band,” Wilson said. “It’s made our IT processes run a lot more smoothly.”

RazorSafe has saved the City and Hackney Primary Care Trust tens of thousands of pounds in money and time, and has allowed the Information and Communication Technology team to do what previously was impossible.

“We can restore a mailbox immediately with RazorSafe. Now, if a laptop dies, it’s easy to recover the mailbox,” Wilson said. “It also means we are not reliant on people storing information in their personal folders. Once the information is saved into that system, there is no way anyone can go back and retrospectively change it, so it is unalterable. People can’t change their emails or interfere with electronic information, plus we have an audit trail.”

“RazorSafe is very easy to project manage, it’s well designed, it’s all there and working: you plug it in, switch it on and it works within minutes,” said Wilson. “It’s made our IT processes run a lot more smoothly: there is none of the lengthy project management as required with software, and the staff input from within the Trust is minimal.”

“RazorSafe does what it says on the tin. This makes it a very easy solution to a difficult problem and also a very rapid solution,” Wilson said.

About Mirapoint

Founded in 1997, Mirapoint® is the market leader in appliance-based solutions for secure message networks in enterprise, service provider, and education organizations, with more than 120 million mailboxes served and secured worldwide. Customers use Mirapoint appliances to build the messaging infrastructure that intelligently serves, secures and archives email. Mirapoint is headquartered in Sunnyvale, California, with offices throughout North America, Europe and Asia.



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