TAKING ACTION AT THE FRONTLINE OF EMAIL ARCHIVING

Founded in 1995, Frontline Recruitment Group is a successful franchise organisation servicing the recruitment industry with an international network of agencies specialising in retail, hospitality, health care, and construction.

The company's founders believe their success is attributed to its people, customers and processes focused on continual improvement to minimise risk. And with 30 franchisee agencies depending on Frontline's guidance and administrative support, risk management is a key driver in the company's business processes.

> " Though email is critical to our business communication, it brings with it a host of new problems - dealing with storage limits, periodic backups, problematic PST files, access to old emails and regulatory compliance or eDiscovery requests just to name a few. Failure to address these problems effectively can bring serious repercussions. "
>
> **GRAEME MILLAR,**
> Frontline Recruitment Group IT Manager

TAMING THE BEAST THAT IS ELECTRONIC COMMUNICATIONS

"Two years ago, the company decided that a holistic email management approach was needed," said Graeme Millar, Frontline IT Manager. "Because our head office acts as the central conduit for all emails for the various industries and franchisee agencies we service, it was critical that emails were clean, and the email service was available 24x7 as well as stored for future reference or external requests."

As a recruitment based business, emails carrying highly confidential information are continuously received and sent. Frontline has between 40,000 to 50,000 inbound emails and 7,000 to 10,000 outbound emails weekly. Graeme commented that of 40,000 incoming emails only 10,000 would be valid, with 75 per cent of all emails being spam.

Frontline implemented Manage Protect's hosted MPmail service to eliminate the impact of spam and viruses disrupting normal daily activity as well as corrupting company data. "At the end of the day, MPmail diligently works in the background filtering every email that comes into and out of our network without the need for us to upgrade, install or manage special software in our email server," said Graeme.

DELIVERING 100% EMAIL ACCESS UPTIME

All mail servers have down time, whether it be scheduled maintenance, or an unexpected Internet or server outage. "And it's the unexpected outages that we cannot tolerate from a business point of view," said Graeme. "We need continuous email communication to meet our commitment to our franchisees, clients and job seekers."

MPmail Message Continuity delivers guaranteed 24x7 access to email for all users by offering seamless webmail access to users' email in the event of an outage. Any emails sent or received during an outage are then automatically re-synchronised back into each user's individual mailbox when the servers are back online. ▶

INDUSTRY: Recruitment services

CHALLENGE: Filtering and storage of all incoming/outgoing emails without burden of hardware, software and maintenance costs and ensuring scalability and accessibility

SOLUTION: Manage Protect SaaS

SERVICES: MPmail and MParchive

MPMAIL
MPARCHIVE

FRONTLINE RECRUITMENT

EMAIL ARCHIVING OFFERING MUCH MORE THAN LEGAL COMPLIANCE

It was in the area of email storage and retrieval where concern lay for Peter Davis, Frontline Managing Director. "There are many privacy issues involved in the services we deliver," said Peter. The organisation required a legally binding archiving solution that would enable it to extend yet simplify its email storage efforts.

"Though email is critical to our business communication, it brings with it a host of new problems - dealing with storage limits, periodic backups, problematic PST files, access to old emails and regulatory compliance or eDiscovery requests just to name a few," said Graeme. "Failure to address these problems effectively can bring serious repercussions."

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Prior to selecting and installing the Manage Protect solution [MParchive], Frontline had used an offsite DVD based email archiving solution.

"It was cumbersome and difficult to work with. Some months we were sent up to seven DVDs that we had to store and work through in case we needed to review some correspondence. Now, it's safer, easier and quicker to do our search and retrievals with MParchive's online web based solution," said Graeme. He claims that the web-based interface conducts full searches across text and attachments with Google-like speed to find desired items within seconds.

Beyond just dealing with natural disasters, the Software as a Service (SaaS) implementation has provided Frontline with a number of powerful features. Each franchisee has access to their own archived emails allowing each franchisee General Manager to set up their own specific searches for their own business needs. Additionally, MParchive enables users to access the archived data 24x7. The real time saver being that there is no need to catalogue and retrieve backup tapes or run recovery software.

DISASTER RECOVERY FOR ELECTRONIC COMMUNICATIONS

"Manage Protect offers an excellent alternative to on-premise email management and archiving solutions and provides a comprehensive set of tools within a single, cost effective, easy to manage service," said Graeme. The SaaS solution integrates with existing IT to take care of all of email requirements online. "I feel as if I've been freed up while genuinely improving Frontline's business communications security needs. There's no hardware, software, or capital expense and it took just a few hours to set-up."

"Today, email archiving is required for most public and private companies. It helps companies meet corporate, legal and regulatory requirements as well as accelerate legal discovery, protect critical business information and shrink the cost of storage and backup windows," said Peter. "MParchive ensures that all emails are basically backed-up and replicated to a disaster recovery site. Our business can claim to have disaster recovery, availability and data protection via one common platform."

Graeme claims that MParchive ensures the organisation is litigation ready should the need arise. But the bonus is that it simultaneously reduces storage costs, improves overall email server performance, meets compliance requirements and delivers a quick, easy and secure end-user experience.

"Everyone's a winner!" concluded Graeme.

ABOUT MANAGE PROTECT

Manage Protect is an Australian business committed to making email and the Internet a secure, safe, compliant and productive environment for business. The company's suite of hosted services focus on making business use of the Internet (email, web and messaging) as simple as business use of electricity - while providing risk mitigation and policy enforcement. Organisations no longer need to purchase, deploy or manage countless point products. Companies simply define their corporate security, control and compliance policies with the peace of mind that their Internet usage and services are fully managed and protected. ●