

Case Study:

Rootstown Public School

125 mailboxes - IMail

WATERFORD
TECHNOLOGIES



K-12 Public School takes advantage of MailMeter \$99 Email Archiving

"Schools are really desperate when it comes to technology. The need for Email archiving is universal, and as a result, all of the solutions out there are priced accordingly (i.e. priced high). And maybe some of them are priced a little higher than they really should be. That makes it real difficult for K-12 schools to be able to afford it. And there are a lot of times that we see specials aimed at us that don't really materialize to be anything legitimate. **Their press release about the \$99 special to help out the schools is legitimate.** And their business model makes sense, because I can tell you for sure, if I need additional functionality, I will buy it from Waterford. Our experience with them has been great and now I'm a loyal customer. They are the only vendor who has recognized that this is a real need for public institutions that use tax dollars. It would be very tough for us to have to pay fines, when we could have purchased MailMeter Archive for \$99 and prevented it."

Andrew Shonk
IT Coordinator
Rootstown Public School

Q. What was your primary reason for purchasing MailMeter?

A. The Rules for Civil Procedure were updated a couple of years ago to include electronic communication for public records retention. It has become a compliance issue for public schools. I think everybody has been a little behind on it, and now people are starting to catch up. Schools are getting public records requests for historical Email, although we haven't had any here, yet. I think one of the reasons that none of us had a solution in place to provide historical Emails, was because all the solutions that were available were so costly and so complex. We knew here we had to get something in place for compliance, and also for our own use, so I investigated the available Email archiving solutions. We wanted to be proactive.

Q. What did you like about Waterford's \$99 Email Archiving offer?

A. What was really nice about MailMeter was that I could start with the basic archiving product, which was available at a really aggressive price, and it met our most urgent need (compliance). Then I could add other modules as we needed them for functionality later on. Other vendors that I am aware of make you jump all in and you can't spread the cost out. And that's one of the things with schools - you just have to spread costs out. We can't just invest a large amount this year, knowing we will recover the investment over future years. Our budget doesn't work that way. So I am now capturing the Emails into the archive, and if something comes up in the future that requires more sophisticated investigation and analysis, I can buy additional modules at that time. The \$99 MailMeter special offer allowed us to get in there right away. Now we can plan additional budget for other things that we really need in the future, and have the confidence now that we are capturing all of the Emails. The add-on modules are a little more, but they are still at a significant discount. It is nice to be able to buy only those things that you need, when you need. **So far we have only paid \$99 and \$20 for a year of support.** And that is a great deal.

Q. Do you search and retrieve Emails from the archive?

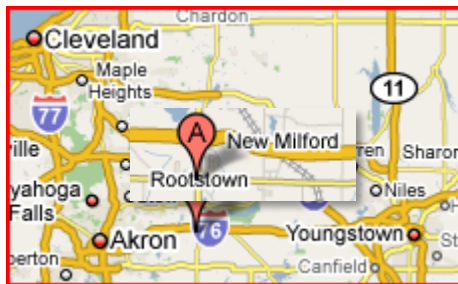
A. Yes, basically with what is built into MailMeter Archive, you can search by Email address, by mail coming into a specific person, by conversation, by attachments type, and more. And we've used that a couple of times. If somebody said - "I emailed you this", but it was since deleted off the server, we can still go into MailMeter and pull that message out and have it for reference. Before, we would be lucky if people were keeping all of their Emails on their own PCs. I think it would have only been a 50/50 shot we could have found it. We were flat out exposed - ready for some fines since searching backup tapes was not a reasonable option. No one wanted the embarrassment of saying we couldn't produce emails for a legal case.

Case Study:

Rootstown Public School

125 mailboxes - IMail

WATERFORD
TECHNOLOGIES



Q. What monitoring and reporting capability do you get from MailMeter?

A. We refer back to the archive once every couple of weeks. Until I got MailMeter, I had no way to know what was going on with our Email. IMail doesn't have the best reporting built into it. Because MailMeter captures all of our internal and external Email, it has given me a much clearer picture of what our overall Email traffic is. I'm almost using it as an overall mail analysis/analytical tool, to see how many messages we are really sending and receiving by day, to see who our top users and recipients are. It gives me a feel for what our patterns and habits are.

Q. How did the setup and installation go?

A. When I looked through Waterford's install guide it is a pretty hefty document. This thing is pretty serious. Waterford has a very sophisticated solution, but it is very easy for the customer to get through it, because of the way they handle it. The way they have it set up with their technical support engineer on a WebEx session though, is just perfect. Having a person online to install it and deal with any problems immediately makes it much smoother. Also, a lot of times when I am implementing something where there are different vendor interfaces, I have to work with all those different vendors to make it happen, and that can be a real pain. What was nice about the MailMeter installation was, the Waterford technical support person walked me through more than just MailMeter. They got into SQL. They even got into IMail and how to set that up. Waterford had knowledge of everything and walked me through it all during their setup and installation. The way they combine our knowledge of our environment with their knowledge of MailMeter and other vendors, they are great at making it work the first time through. The total install time was about 2 hours and when we were done it was working and hasn't stopped since.

Q. How has Waterford supported you?

A. Any time I have needed anything from them they have responded right away, followed up, made sure everything is fine. MailMeter has been a great product – easy to use, and easy to setup and it has run without any problems.

Waterford Technologies, Inc.
www.MailMeter.com
(949) 428-9300