

A global semiconductor company streamlines their email restoration process without impacting their live Exchange environment.

IT STAFF saves hours of time restoring emails while maintaining software currency upgrades.



The Background

Email continues to be a business-critical application for communication throughout the world. The use of email increases the communication efficiency and has greatly aided in the globalization of businesses. Email also presents some challenges businesses must overcome. Due to the ever-growing industry regulations, businesses are required to retain their communications in a verifiable manner for a defined period of time and in some cases, indefinitely. Depending on the regulations for a particular industry, employees and or IT staff are required to retain their email communications, which in turn drives explosive growth of data and increases the need for storage capacity.

The Situation

The backup and messaging staff at a large global semiconductor company was struggling with maintaining software currency on the massive scale required for their global enterprise. Alongside the consistent software updates the team was also challenged with satisfying their email recovery, restore, and discovery requests. Both the software maintenance and the daily restore requests put a large strain on their resources costing the team time and the company money.

The Solution

The team began by looking for a tool to streamline the email restore process with the Veritas NetBackup™ datasets housing their Microsoft® Exchange mailboxes. The new implementation of Volume Shadow Services (VSS) technology was more efficient for some things, but the new VSS process also made some processes more difficult and expensive, specifically in their Exchange Server 2007 environment.

They had been using Ontrack® PowerControls™ to access mailboxes in Exchange databases for a few years. When they realized the Ontrack PowerControls ExtractWizard offered an alternative for their VSS backup, they implemented it with immediate success. The team was able to satisfy their restore and collection requirements while adhering to the Veritas backup model, reducing their risk of auditability and increasing their recoverability options without impacting their Exchange environment at all.

The Resolution

Utilizing Ontrack PowerControls ExtractWizard as an alternative for the VSS backup resulted in a time savings of up to 6 hours per restore which equates to a cost savings of \$300 per restore.

Nine years later, through multiple operating system and program releases, updates and versions, Ontrack PowerControls is still their “go to” tool. The minimal changes to process flow and near zero learning curve allow the staff to focus on the important work. Ontrack PowerControls has enabled the group to maintain efficiency, while keeping compatibility with Microsoft Exchange and Veritas NetBackup.

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