

# Howard Regional Health System Finds Quest Tools Are the Remedy for E-Mail Archiving and Migration

Howard Regional Health System provides exceptional, patient-centered health care services in north central Indiana. To reduce and manage its huge volume of messaging data and migrate content from GroupWise to Exchange, Howard chose tools from Quest Software.

## The Challenge

When Howard Regional Health System decided to standardize on Microsoft platforms, it needed to migrate messaging content from Novell GroupWise to Microsoft Exchange. However, user mailboxes in the GroupWise environment were set up with no size limits, so the messaging content had grown out of control. "Our GroupWise server was running out of space regularly, and would crash," explained Jeremy Sopher, senior system administrator and Microsoft MCSE at Howard. "It would take a while for us to get it back up and running. While the server was down, productivity would drop because nobody had access to e-mail."

Howard knew that simply migrating all of its GroupWise messaging content to Exchange was a recipe for disaster: doing so would make the migration take far too long, and the volume of unnecessary e-mail would create problems in the new Exchange environment. "Because there were no limits on mailbox size in the GroupWise environment, the amount of information that we were going to have to migrate from GroupWise to Exchange was really a show-stopper," said Sopher. "We needed a solution to help us manage mailbox size without inconveniencing our users, as well as one that enabled us to migrate the content quickly, with as little downtime as possible."

## The Quest Solution

After evaluating space management solutions from both Symantec and Quest, Howard decided to go with Quest Software. "We liked the features of Quest Archive Manager, especially the ease of administration," explained Sopher. "Plus, Quest also offered GroupWise Migrator for Exchange. If we had chosen the Symantec product, we would have still had to find a migration tool. Quest provided everything we needed."

Quest Archive Manager helps organizations store and manage messaging information while controlling growth, enforcing policies for compliance, and enabling e-mail discovery. By capturing, indexing, and storing a single instance of messaging data into a scalable and secure repository, Archive Manager reduces storage costs, shortens e-mail discovery response time, and enables strict compliance. The implementation of Archive Manager promised to reduce Howard's cost, time, and risk of its migration to Exchange.

To complete the migration to Exchange, Howard selected Quest GroupWise Migrator for Exchange. GroupWise Migrator provides a secure, reliable and cost-effective migration from GroupWise to Exchange and Exchange Online. It migrates users' e-mail, calendars, tasks, personal address books, and frequent contacts to their new mailboxes on the Exchange or Exchange Online server, ensuring preservation of important enterprise information. It also migrates GroupWise archives over to Microsoft Outlook personal stores.

*"Before, our mailbox storage needs were growing exponentially, and the GroupWise server was crashing and having other issues. Since we've migrated and now use Archive Manager that is no longer a problem. Archive Manager enables us to set up rules to automatically archive older e-mail, so mailbox sizes are considerably smaller, but users still have access to all their e-mail. That means we require less storage, and have less sluggishness in the e-mail system—users no longer call and complain that their e-mail is slow. Our Archive Manager policies have helped us maintain our environment's size and performance."*

— Jeremy Sopher,  
Senior System Administrator and Microsoft MCSE,  
Howard Regional Health System

## OVERVIEW



### Headquarters

Kokomo, Indiana

### Services

Health care

### Critical Needs

To reduce the volume of e-mail data and migrate from GroupWise to Exchange

### Solution

Archive Manager,  
GroupWise Migrator for Exchange

### Results

- Significantly reduced the volume of messaging data in the e-mail system
- Delivered a quick, complete, and problem-free migration to Exchange
- Improved e-mail system performance and user productivity
- Enabled faster restoration of accidentally deleted e-mail data
- Improved compliance and enabled efficient e-mail discovery

## CASE STUDY

### The Bottom Line

By implementing Archive Manager, Howard was able to dramatically reduce the volume of messaging content that needed to be migrated to Exchange, with virtually no user impact. "If you ask users to go through their e-mail accounts and get rid of things that they don't think they're going to need, they will usually say that they need everything, and the space problems continue to get worse," explained Sopher. "But with Archive Manager, we were able to set policies, such as archiving anything more than one year old. The users didn't notice the difference, because it looked to them like everything was in their mailboxes the way it was before, even though the old content was on the Archive Manager server."

By archiving old GroupWise messaging content before beginning the migration, Howard was able to ensure a quick and seamless migration to Exchange. "We migrated about 1,000 mailboxes from GroupWise to Exchange," explained Sopher. "The process was completely smooth: no data was lost, we had no issues, and users didn't notice anything, which is a great thing to be able to say when you're doing a major project like that."

Moreover, the problems related to crashes of overloaded mail servers are a thing of the past. Storage costs are no longer growing rapidly, and user satisfaction and productivity have improved significantly. Sopher explained, "Before, our mailbox storage needs were growing exponentially, and the GroupWise server was crashing and having other issues. Since we've migrated and now use Archive Manager that is no longer a problem. Archive Manager enables us to set up rules to automatically archive older e-mail, so mailbox sizes are considerably smaller, but users still have access to all their e-mail. That means we require less storage, and have less sluggishness in the e-mail system—users no longer call and complain that their e-mail is slow. Our Archive Manager policies have helped us maintain our environment's size and performance."

The benefits of Archive Manager now have extended far beyond the migration to helping to manage the new Exchange environment. First, Howard is now able to easily and confidently restore messages that have been accidentally deleted. "For example, our company CEO lost a folder in Outlook," reported Sharon Miller, vice president of management of information systems at Howard. "He was able to use the data in Archive

Manager until we restored the folder in Outlook. And we were able to tell him with confidence that he hadn't lost anything, which is very important when you're dealing with a CEO's messaging data. That eased his concern and made the situation far less of an emergency."

In addition to easier restores, Howard also now enjoys fast and efficient e-mail discovery and improved regulatory compliance. As a health care provider, Howard Regional Health System is subject to regulations such as HIPAA, and must manage its messaging data carefully and conduct e-mail discovery upon request. "We bought Archive Manager primarily to help us get through the migration to Exchange, but its e-mail discovery features have been an important bonus," explained Miller. "For example, recently we were able to do a search on keywords for an e-mail discovery request and get the results within 15 minutes."

In today's world of exaggerated marketing claims, Howard Regional Health System is delighted to have found tools that deliver what they promise. "I hate buying a software product that promises to do certain things, and then finding out that in order to get that functionality, you have to buy this piece here or that piece there," said Sopher. "GroupWise Migrator and Archive Manager have worked exactly as we were told they were going to work. We couldn't ask for more."

### About the Howard Regional Health System

Howard Regional Health System is dedicated to providing exceptional quality care with compassion and respect. Howard offers a full spectrum of healthcare services in north central Indiana, including behavioral health, cardiovascular, emergency, OB/GYN, and occupational therapy services, among many others. For more information, visit <http://howardcommunity.org/>.

### About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit [www.quest.com](http://www.quest.com) for more information.



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