

Case Study



Tayside Fire and Rescue Service

Tayside Fire and Rescue Prevents eDiscovery Emergencies with Cryoserver Compliant Email Archiving Appliance from Forensic and Compliance Systems

The Tayside Fire and Rescue Brigade has learned from experience not to wait for an emergency to take action. Serving a population of more than 400,000 residents, covering an area of 300 square miles in northeast Scotland, Tayside maintains a crew of nearly 700 firefighters 24/7, 365 days a year. Matching its readiness to respond at a moment's notice is a proactive community outreach program to prevent emergencies from happening in the first place.

The same emphasis on prevention and preparedness is embedded in Tayside's information technology department which Audit Scotland—an agency of Scotland's Auditor General's office—identified as the most advanced of any fire and rescue service in all of Scotland. The innovative use of information technology facilitates Tayside's close relationship to the community it serves.

Anticipating a request for disclosure of its extensive email store in accordance with the Freedom of Information Act, the Tayside IT department installed the Cryoserver Compliant Email Archiving Appliance from Forensic and Compliance Systems (FCS). Now whenever eDiscovery requests are made for email records, Tayside is able to

provide readily searchable, forensically-secure access to all incoming and outgoing email communications.

"...one of the easiest systems we have ever installed."

"That's the kind of system we like."

Stephen Hutchinson

Crisis Averted

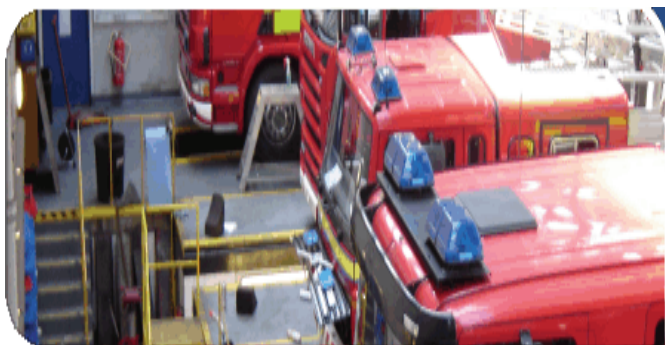
By planning ahead, Tayside efficiently and affordably prevents the kind of crisis that a request for disclosure can precipitate in other less-prepared public and private organizations. Those organizations can potentially be exposed to devastating legal liabilities and committing their IT departments to a harrowing and expensive mad dash through years of back-up tapes—or worse.

With the Cryoserver Compliant Email Archiving Appliance installed, all Tayside IT support engineer Steven Hutchinson has to do is specify the range of emails requested and the eDiscovery crisis is averted. Because Cryoserver retains all email and prevents any deletions or modifications, email retrieved from its archive is acceptable for litigation in any court of law. The archive is also searchable on keywords, not only in the subject line but throughout the message and any attachments.

Among its other attributes, Hutchinson particularly likes the fact that it was "one of the easiest systems we have ever installed. Other than a little configuration with Exchange, it was a matter of just plugging the appliance into a network cable. It's very low maintenance, so we don't really have to worry about it. That's the kind of system we like," he adds. "Cryoserver gives us peace of mind, so we can concentrate on other projects."

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Secure Internet Access

Cryoserver also empowers the end user. Hutchinson says when end users inadvertently delete an email, for example, they can use their Internet browser to securely access the archive and retrieve any specific message—from their own stored email—without having to call on the IT department for help. Cryoserver also provides different levels of security so department heads, for example, can be granted access to all the email accounts in their respective departments.

"When we upgraded to Exchange 2007 recently, we had Cryoserver working on both Exchange 2003 and 2007 until the migration was complete; then we just switched off Exchange 2003, Cryoserver kept running the whole time. It was as simple as that"

"We recommend Cryoserver," says Tony Harbon of Clearview "because it is easy to integrate into our customer's environment. Our customers don't want a huge complex system to record their email transactions," he says. "With Cryoserver you're looking at a self-contained appliance. It just does its job."

Cryoserver also provided a solid email migration bridge, Hutchinson notes. "When we upgraded to Exchange 2007 recently, we had Cryoserver working on both Exchange 2003 and Exchange 2007 until the migration was complete; then we just switched off Exchange 2003. Cryoserver kept running the whole time. It was as simple as that."

Cryoserver was recommended to Tayside by its long-term trusted adviser Clearview Systems of Hertfordshire which has specialized in providing network security solutions to organizations since 1995.

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About FCS and Cryoserver

Forensic and Compliance Systems (FCS), is a privately-held company headquartered in Dublin, Ireland, with offices in London, Florida and New York and Colorado. The Cryoserver product line is a scalable, forensic email compliance archive that enables organizations to automatically and securely collect, store and index all email communication - via a convenient, tamper-evident appliance. This enables eDiscovery and forensic analysis of an organization's entire email history that is ready for court submission if necessary. The entire range of solutions is available from a network of channel partners. For details please visit www.Cryoserver.com or email sales@cryoserver.com