

A close-up photograph of Lance Armstrong wearing a yellow cycling jersey and a black and yellow helmet. He is looking forward with a focused expression. The jersey features several logos, including the Discovery Channel logo and a 'CL' logo. A white patch on the jersey reads 'LANCE ARMSTRONG' and '2005'.

CASE STUDY

Lance Armstrong Foundation

E-Mail Archiving with **PAM for EXCHANGE**
Professional Archive Manager for Exchange

„I wanted a system to centrally manage email archives and allow reliable remote access to them. I chose **PAM for EXCHANGE** due to its professional transparency for the end user and full support of OWA.”

Willy Snell, IT Administrator und verantwortlich für E-Mail Management bei der Lance Armstrong Foundation.

H&S 

PAM for EXCHANGE: Compliant and Economical Email Archiving

**The email archive engine that guarantees fast return on investment.
Compatible with MS Exchange Server 2000/2003/2007.**

PAM for EXCHANGE offers tamper-proof, long-term storage of emails with easy retrieval capabilities and full-text searching. Unlike traditional storage methods, it is interactive, enabling users to access and retrieve archived email messages at any time, immediately and transparently. **PAM for EXCHANGE** pulls an email from the MS-Exchange Store and leaves behind a link in the same spot. This link is also registered in a relational database (ORACLE or MS-SQL Server) and serves as a reference to the new actual storage location. The email itself is compressed and stored on the designated storage media, which in turn saves additional storage space.

Emails are instantly reduced to 2-5 kilobytes.

Wear Yellow and live strong – About the Lance Armstrong Foundation

The Lance Armstrong Foundation is a non profit organisation, founded in 1997 by the inspirational cyclist Lance Armstrong.

It is a community that provides support for people affected by cancer. In its ten years of operation, the LAF has supported and helped millions of people diagnosed with cancer.

The practical information made available by LAF is probably amongst some of the most important information in the world. Along with the extensive Cancer Research granted by the LAF, knowledge is the cornerstone of the organisation.

„Knowledge is power & Unity is strength“

LAF bridges the gap between what is known about cancer and how, together, we can prevent it. Communication between cancer survivors and people recently diagnosed with cancer is crucial. The LAF provides a platform for the survivors to share their experience and personal struggle with cancer. In 2004, the LAF established its National Partnership Program to coordinate with other leading Cancer Organisations. This cooperative spirit both on a personal and international scale demonstrates the significance of interaction within the foundation.

Lance Armstrong Foundation Facts & Figures

More than \$18.7 million invested in research grants.

More than \$9.6 million granted towards cancer survivorship and testicular cancer research.

More than \$1.7 million granted invested in the development of 5 comprehensive cancer survivorship centres across the country.

Nearly \$1.6 million invested in survivorship education and outreach initiatives.

More than \$2 million invested in 104 community program partner initiatives.



The Challenge

Mobile email users required a flexible archiving solution. Nowadays travel is a necessity in business, a workforce must adapt to out of office management. The continuous specification improvements to Laptops and PDA's improve the chance of valuable work being produced whilst 'on the move' but proficient personal email and file management then becomes a requirement. With email now being the primary form of communication internally and externally, organising mailboxes requires a competent solution.

Many users today combine their use of email between an office PC and portable laptop. One consequence of this, which was a challenge for the LAF, is that users store their archived PST folders on a laptop to work from home. Problems developed when their hard drive failed and they lost the archive, or when the IT administrator had to manually move the archive to the users' next laptop; a time consuming process. The archive store location causes users more inconveniences than are necessary. Having different mailboxes being accessible on different workstations creates an incoherent system; therefore relocating the archive to a centralised store is the logical resolution.

Email archiving with PAM for EXCHANGE

Willy Snell, the IT Administrator, is responsible for email management at the LAF:

*„I wanted a system to centrally manage email archives and allow reliable remote access to them. I chose **PAM for EXCHANGE** due to its professional transparency for the end user and full support of OWA.“*

A complete archiving solution should aim at causing no or little disruption to the user. With **PAM for EXCHANGE**, our clients are guaranteed transparency whether they are online or not. The LAF did not want to give their users the extra burden of having to learn new email archiving techniques. **PAM for EXCHANGE** was the ideal choice with its apparent identical UI to Microsoft Outlook and seemingly non-existent ability to archive emails securely for offline use. **PAM for EXCHANGE** offers its own web archive for remote access usability. The extensively tested interface is an essential portal for travelling workers, with quick response times and full mailbox mobility.

Having your archived messages in a centralised location provides assured safety for the entire email system. Transferring, updating or deleting entire or selected mailboxes becomes an easily manageable task for the administrator as well as improving the users emailing capabilities.

„Having emails archived in-place instead of a separate folder creates a more consistent experience for our users.“

Willy Snell

Installation & Operating

Our specialists at H&S support every client in the full installation of **PAM for EXCHANGE**, regardless of the quantity of mailboxes being installed. We strive to surpass our customers' expectations in providing dependable and speedy assistance. Putting **PAM for EXCHANGE** into operation at LAF was under-taken by the IT Administrator, Willy Snell:

“Most of the implementation was completed by me but when I encountered a problem, H&S were able to quickly locate the glitch and resolve it remotely.“

At H&S we understand the importance of prompt problem solving when dealing with technical hitches. As well as offering a thorough help service remotely, our network of US partners and counterparts worldwide means we can supply technical staff to manually assist in the installation process.

Presently, the LAF runs one overall archive job scheduled on the weekend, putting reduced stress on the entire system. Other manual archiving is performed by the administrator on a select few power Outlook users. Using quota management or manually, their mailboxes are easily kept below 512MB which significantly improves Outlook's performance.

Project Overview

Organisation: Lance Armstrong Foundation

Branch: NGO/Charity

Challenge: Provide secure, adaptable email intelligence for users on the move.

Solution: Email Archiving **PAM for EXCHANGE** with OST Offline Folder Service



www.hs-soft.com/email-archiving

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