

## **Tyler Schools District chooses email archiving system to satisfy Public Information Act**

The largest school district in Northeast Texas, Tyler Independent Schools District (TISD) maintains a total of 35 campus and auxiliary facilities, and serves an enrollment of approximately 18,000 students. The district is made up of two high schools, six middle schools, 16 elementary schools, two alternative schools, and one special education campus. As a district of this considerable size, TISD maintains a large amount of important records, not only on current enrolments but also historical data.

### **The Need**

TISD was advised by their legal counsel that they needed an efficient archiving system for compliance with the Public Information Act, a law guaranteeing citizens access to public records kept by government agencies. As email is a public record, just like any other document, TISD needed a system in place to control the increasing amount of email data. In addition to the ability to quickly respond to compliance requests, TISD needed an effective means to identify possible employee violation of district policy or unprofessional conduct toward students, parents or fellow employees.

### **The Solution**

In response to this compelling requirement, the Tyler IT team researched prospective solutions listed in the Archiving Technology Partner page of the Microsoft website. After conversations with several vendors, the Tyler IT team identified C2C as the only company to offer the complete solution for their requirements.

C2C guided the team to a total hardware and software solution based on the latest technologies for active, long-term archiving of critical data. The proposed solution was based on C2C's Archive One Compliance product set, coupled with storage vendor Powerfile's network-attached Active Archive Appliance. A comprehensive proposal was put forth by Messaging Solutions, a Texas-based email specialist recommended to TISD by other Texas school districts.

### **How it Works**

The entire, end-to-end solution is designed for safe storage and easy retrieval. The Archive One software extracts a copy of every message sent through the Tyler email system and writes it to the cache server, not deleting any message from the email server until receiving notification that the message is safely stored. The Active Archive Appliance from PowerFile

consists of a terabyte cache server and a DVD-based media library. Each appliance can provide up to 17 TB of storage in a single volume, without the complexity of managing individual DVDs. A newly created archive file can be stored in both the cache server and on the DVD within the media library. This ensures the safety of the data, as DVDs do not suffer from hardware failure in the same way as spinning disk.

From the initial meeting with C2C, the whole solution was selected and implemented within two weeks. The installation and commissioning took place in a single day. John Orbaugh, Director of Technology Services at Tyler Independent School District said, "I was truly impressed at the timescale in which this solution was implemented; the workload on us was minimal." The solution is now fully operational for 2,500 mailboxes throughout the entire school district.

### **The Benefits**

As the email is stored, it is indexed, within the application, and a structured permissions based management system allows privileged administrators to quickly search the mail archive when they receive requests for message retrieval. The stored data also has an extra layer of protection as the e-mail records are tamper-proof. The software manages the retention of the email for a defined number of years. The lifespan is initially set for permanent retention, but the setting can be easily changed so that Tyler can delete mail data when allowed by law.

"We are now compliant with the Public Information Act," remarked John Orbaugh. "The new archiving solution has placed our district in a favorable position, where we are protected from a potential accusation of not providing all information requested by a citizen. We can also show that our e-mail records are in a tamper-proof storage system and that we can easily search and retrieve emails using the extensive search tools within the application. Our district has a product that can grow as our storage continues to increase over the years."

"So far this has been such an easy installation," added Orbaugh. "In due course we expect to use this new archiving system to solve some of our capacity problems."

Elaborating on that point, Dave Hunt, CEO of C2C Systems, said, "Archive One will allow Tyler to retain and access its email data to meet present regulatory demands, In the future they will be able to use the other features to better manage high volumes of email, without compromising the all-important accessibility to the user."



**ABOUT C2C**

C2C ([www.c2c.com](http://www.c2c.com)) provides applications to optimise Microsoft Exchange system resources and reduce the legal risks associated with e-mail. C2C's solutions for e-mail archiving, mailbox size management, search and discovery are used by three million users at more than 2,000 organizations worldwide. C2C, a Microsoft Gold Certified Partner, is headquartered in Reading, United Kingdom, with U.S. offices in Springfield, Mass.

**ABOUT POWERFILE**

PowerFile, Inc. ([www.powerfile.com](http://www.powerfile.com)) is the recognized leader in archive appliances and media libraries for permanent storage of digital content and assets. PowerFile's award-winning solutions combine the speed and simplicity of online access with better economics and integrity compared to traditional archives to empower organizations of all sizes to efficiently manage, secure, and preserve valuable digital assets. PowerFile's product offerings combine intelligent storage management software and sophisticated file management with cost-effective, robust hardware to deliver integrated, easy-to-use, active archive solutions.

**ABOUT MESSAGING SOLUTIONS**

Messaging Solutions LLC ([www.messagingsolutions.com](http://www.messagingsolutions.com)) is a Houston based value added re-seller and systems integrator specializing in solutions that help manage, optimize and secure enterprise messaging systems. Messaging Solutions is a specialist in email archive solutions and has a very successful track record of delivering complete archive solutions to enterprises of nearly any size, they offer a variety of archival solutions, storage solutions, storage management solutions and search and forensics utilities. Messaging Solutions has been a C2C partner since 2000.