opentext ™

Success story

Farys/TMVW

Industry
- Public Sector
- Utilities

Solution
- OpenText™ Email Archiving for Microsoft® Exchange

Results

Email lifecycle management now possible with centralized management of retention and disposition, aiding compliance
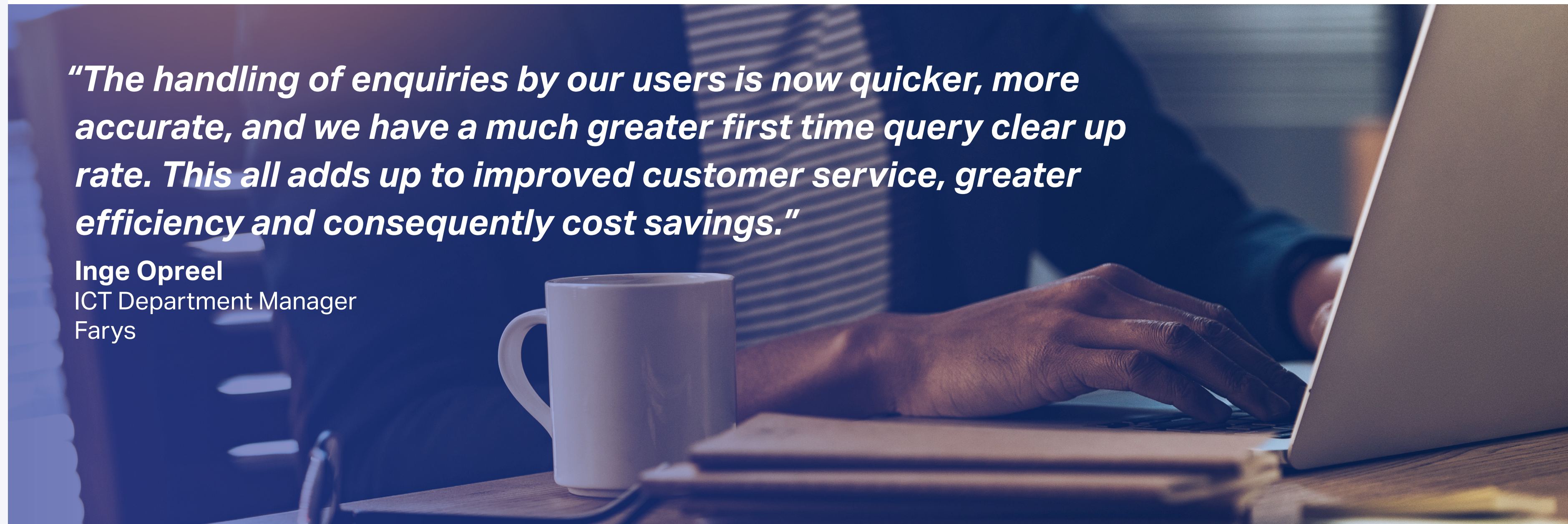
Reliable email archive, removal of PST files and retrieval with no corruption of data

Consistent storage structure and indexing means searching is much simpler and faster, leading to customer service improvements

FARYS

Farys/TMVW takes control of its email growth with OpenText

OpenText Email Archiving for Microsoft Exchange delivers reliable archiving with consistent structure, faster search and centralized lifecycle management, helping improve customer service

"The handling of enquiries by our users is now quicker, more accurate, and we have a much greater first time query clear up rate. This all adds up to improved customer service, greater efficiency and consequently cost savings."

Inge Opreel
ICT Department Manager
Farys

TMVW was originally founded in 1923 to provide water-related services to nine municipalities in Flanders, Belgium. Today they are a multi-utility, multi-service public sector organization providing fresh water, sewage, and other services to over 600,000 customers in 130 municipalities and partners. Headquartered in Gent, Farys/TMVW employs around 750 people, generating annual revenues in excess of €300 million (M).

As with any organization, email has become an increasingly important communication channel for Farys/TMVW. But with continually increasing email traffic came other challenges. For Farys/TMVW, who use Microsoft® Exchange and Outlook®, user inboxes were groaning under the weight of email traffic, meaning they were becoming increasingly reliant on PST files. Managing the growing volume of these offline email files increased storage and management costs, and slowed down locating specific emails, impacting customer service and hindering compliance.

Wim Van Langenhove, ICT manager at Farys, expanded on the challenges they faced, *"With our users managing their own folder structures in PST files, searching for emails was incredibly difficult. We regularly experienced corrupt PST files and effectively managing the lifecycle of emails was costly and next to impossible."*

Single OpenText archive vision provides inclusive capabilities and stands out from the crowd

Farys/TMVW as an organization has a vision of "One Archive for Everything." As an existing, satisfied OpenText customer, they selected OpenText™ Email Archiving for Microsoft® Exchange, as a cornerstone element of that single archive vision.

"We have many different document and file types in addition to email, and OpenText stood out from other solutions we looked at. Being able to handle documents, email, SAP® data, SharePoint® content and more, meant that OpenText was the right choice for us," added Inge Opreel, ICT Department Manager, Farys.
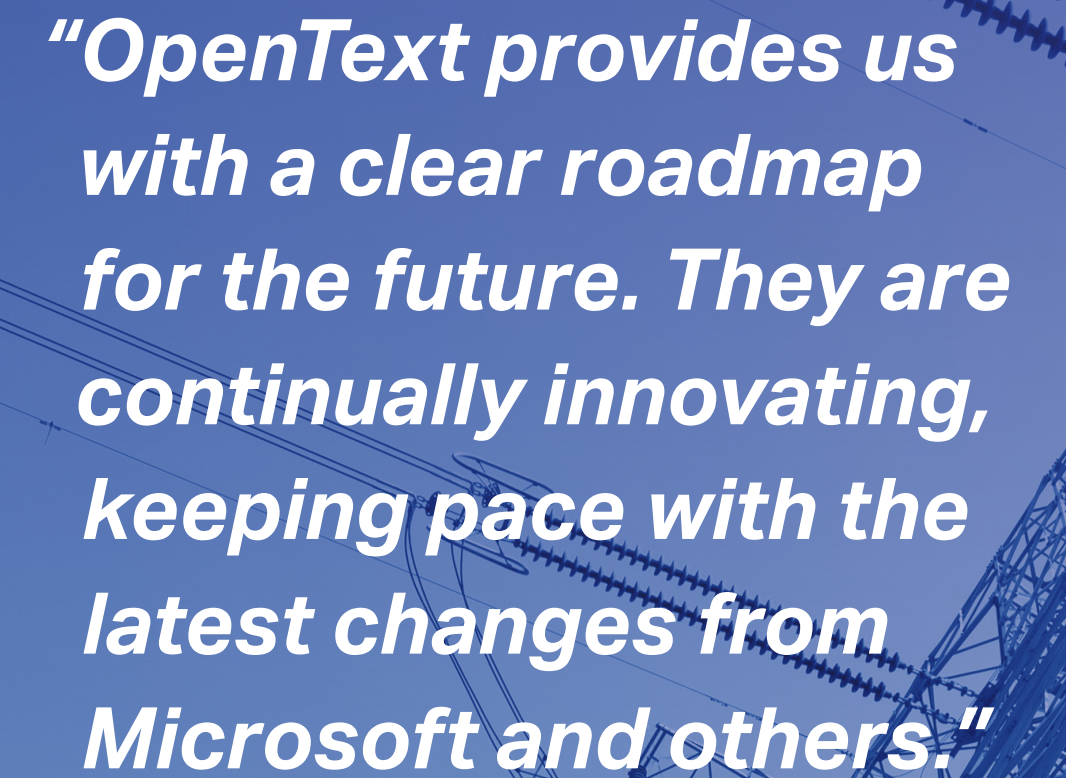
The OpenText solution also provides Farys with a centralized approach to the longer term management of their email. It enables them to be in a position to produce reports required, for example, in a legal case. They can also manage the deletion of emails more intelligently based on age, metadata values and compliance requirements, with every step being tracked and audited. This has become a centralized function, rather than being left in the hands of users, providing the business with greater control.

Out of the box functionality meets the needs of Farys, with rapid deployment

In planning the deployment of the deployment of Email Archiving solution, Farys was keen to avoid having to make expensive, time-consuming customizations.

"The OpenText solution provides us with the flexibility to configure all the rules we need to handle our email. Due to the seamless integration to Microsoft Exchange and flexibility of the solution, the first of our users were live in just one month," added Hans Meyers, project manager, Farys.

With so many PST files already in use, the project team had to factor in the migration of existing emails. This would help to ensure a complete archive would be available to users. However, rules were created to proactively filter the PST files at the time of migration, ensuring that only those emails that required archiving were migrated to OpenText.

"OpenText provides us with a clear roadmap for the future. They are continually innovating, keeping pace with the latest changes from Microsoft and others."

Hans Meyers
Project Manager
Farys

Users respond positively to ease of use, speed and accuracy of search

Rolling out the solution to users quickly gained momentum as their PST files were migrated. The seamless integration of OpenText with Microsoft meant that users simply continued to use their familiar Outlook user interface.

"Users didn't have to undergo any major upheaval. Once their data had been migrated, they were ready to go, continuing to work inside Outlook. An additional icon simply indicates an email is actually stored in the OpenText archive. Searching for an email is now a much faster process and includes any part of the archive to which the user has permissions," added Wim Van Langenhove.

The benefit of a quicker search that returns more comprehensive results has helped to improve the level of customer service that Farys provides.

"The handling of customer enquiries is now quicker, more accurate and we have a much greater first time query clear up rate. This all adds up to improved customer service, greater efficiency, and consequently cost savings," added Inge Opreel, ICT Department manager at Farys.

Using a centralized, standard structure for storage, means that Farys' users no longer have to guess where another user may have stored something. The old way of working meant that users were free to setup their own folder structures, making later retrieval more difficult. Add to this the potential for PST files to become corrupt, which has now been eliminated, and the overall effect is a much more reliable email archive.

Keeping pace with development, planning future upgrades and expansion

The IT world rarely, if ever, stands still. Being able to confidently keep pace with infrastructure changes, software updates and being able to benefit from new capabilities is always in the minds of those at Farys.

As newer versions of Microsoft Exchange and Outlook become available, Farys need to know that they too will be able to benefit, without major disruption to their operations.

"OpenText provides us with a clear roadmap for the future. They are continually innovating, keeping pace with the latest changes from Microsoft and others. For example, we are now looking at a move to Microsoft Exchange 2013 in the future, but will be able to do so safe in the knowledge that this environment change would be fully supported by OpenText," concluded Hans Meyers.

In setting out their vision of "One Archive for Everything", Farys is already moving on to other content types. They are currently storing PDF copies of invoices, again providing a compliant archive that is easy and quick to search for those with appropriate credentials. In time, they plan to store many other content types as they strive for their ultimate goal.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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