More Efficient With Email

Hosted Service Provider Offers Legal Firm What It Needs

by Sue希尔德伦

BUSINESSES HAVE ALWAYS had to scramble to reopen and get back to business when disaster strikes. The amount of downtime that customers consider to be acceptable has shrunk significantly, and today’s Internet-driven markets expect an organization to be sending emails and answering the phone within hours of a major natural disaster. That is a feat that is hard to pull off when the mail servers are down the email at Breazeale, Sachse & Wilson, in the epicenter of the disaster.

The law firm decided that the best option would be to out of the business of managing email altogether and outsource it to a service provider. Corley says: “When talking about a law firm with court, not only the lawyers and partners, but also the clients, are concerned about the reliability of email. It is essential for businesses to have a reliable email service, not only to maintain their business operations, but also to maintain a good reputation in the industry. In order to achieve this, businesses need to invest in a reliable and efficient email service, which can be done by outsourcing it to a service provider. This will help businesses to save time and resources by eliminating the need to manage their email systems in-house, which can be a time-consuming and labor-intensive task. In addition, a service provider will have the necessary expertise and infrastructure to provide a more efficient and secure email service. Therefore, outsourcing email management to a service provider is a wise decision for businesses of all sizes.”

Left Behind

When Katrina came through, causing massive damage to New Orleans, the staff there evacuated, along with quite a few of the firm’s clients. They also had to leave behind the email servers and backup tapes. When the law firm needed to get the email back up and running elsewhere, it had to go back to New Orleans with an armed guard to retrieve everything from flooded downtown New Orleans.

It took three days for the law firm to get completely back online with all up-to-date emails and files. For Breazeale, Sachse & Wilson, that three days was far too long for comfort.

“With many of the lawyers out of state and the technology in need of being updated, it was a challenging time for the firm,” says Luke Corley, IT manager at Breazeale, Sachse & Wilson.

To avoid a repeat of the Katrina experience, Corley began looking at options for backing up and restoring email. At about the same time as he was looking into disaster recovery options, Breazeale, Sachse & Wilson suffered another email outage—albeit a much shorter one—when the antispam appliance that filters incoming emails decided to go on strike for several hours, holding hostage all of the incoming email.

“For whatever reason, the spam appliance was holding onto the mail after it was received, for up to six hours,” Corley says. “People were yelling that they needed an email to close a deal or whatever, but we couldn’t do anything except wait.”

Finding The One-Stop Shop

The law firm decided that the best option would be to out of the business of managing email altogether and outsource it to a service provider. Corley says: “When looking for an email management solution, it is important to consider factors such as reliability, security, ease of use, and cost. It is also important to choose a provider that has experience in the legal industry, as they will have a better understanding of the specific needs of law firms. In addition, it is important to choose a provider that offers 24/7 support, as issues with email can arise at any time. Therefore, when choosing an email management solution, it is important to consider the above factors and to select a provider that can meet these needs.”

More Time For Other Projects

In addition to the move to Exchange 10, Corley is also working on rolling out new workstations to employees. It is extra work he would have had to manage without the Mimecast email service.

He credits outsourcing of the email system with freeing up his time enough to get all of the other projects finished. “This year I’m involved in email conversion and I’ve been doing a lot of work on that,” Corley says. “But more work needs to be done before we make any definite claims.”

In the radiology field, CPAs might be applied to electromagnetic radiation. Specifically, radiation could target a human tissue for the purpose of therapy or imaging, according to Stone. The Future Is Bright

The first CPA is 1Xm across, but forthcoming models could measure six microns, based on current computer simulations. As with any experimental phase, the CPA has its own limitations, though. For instance, the CPA is able to absorb 99.4% of incoming light. Ideally, more sophisticated CPAs will absorb 99.999%. The team also anticipates that the

Mimecast Unified Email Management for Exchange

A hosted email service that provides a single solution for email security, spam protection, storage, and mailbox management. The service includes email continuity to ensure email uptime during an outage; security against spam, viruses, phishing attempts, and data leaks; archiving of emails for up to 10 years; and integration with Outlook.

“Now our email will maintain its presence regardless of what happens at our location. Our office could close, our building could burn, but our email will still be up, and our clients can still get in touch with us,” says Luke Corley, IT manager at Breazeale, Sachse & Wilson.

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Outsourcing Makes E-Discovery Faster

Beyond the basic requirements for storage, antispam, and virus protection, the Mimecast service also met Corley’s needs for document retention and storage.

Breazeale, Sachse & Wilson handles a range of corporate legal affairs, including commercial litigation, finance and labor law, and real estate and tax issues, so it has to have a reliable email retention and archival plan to be able to provide legally required documents for any discovery request.

A failure to do so could cause the company to be hit with heavy fines. In addition to the difficulty of selecting, implementing, and managing an email archival system, the basic task of recovering documents is time-consuming.

Corley estimates that the average amount of time it takes him to do a legal discovery of email using the older, on-premises email system is four to five hours for a simple discovery request. It requires fetching the backup tapes, mounting them, conducting the searches, and then confirming the emails are the correct ones before restoring them.

With a hosted system such as Mimecast, however, Corley says searches take just a few seconds because the archive is always online and available for searching. “You just pull up the date range you want and do a full index search,” he says.

The law firm is also beginning a migration to Exchange 10, which Corley says will allow the firm to access some of the higher-level features that Mimecast offers, including more advanced search and policy enforcement; and discovery of email using the older, on-premises email system is four to five hours for a simple discovery request. It requires fetching the backup tapes, mounting them, conducting the searches, and then confirming the emails are the correct ones before restoring them.

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“We can log in to a Web portal and can see if everything was up. At night I’d be awake worrying about what was going on,” Corley says. “Now our email will maintain its presence regardless of what happens at our location.”

“We expect the coherent perfect absorption can be realized in various complex systems, and hope it will evolve rapidly. . . . What have we demonstrated is a new concept that opens doors to many applications, some of them we are not familiar with,” Cao says.

In terms of continued breakthroughs in multiple fields of study, Cao says greater exposure of the CPA discovery will foster more research and practical application. “We hope our paper . . . reach[es] a wide range of readers who will start thinking about the applicability of this new concept to the technologies they are currently developing,” Cao says.

by Joanna Clay

The Future Is Bright

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