



Unlimited Mailbox™ by CGS Email Management Customer Success Story

Industry

Government

Customer Profile

NYC DOHMH is the nation's leading local health department, which strives to promote the health of all New Yorkers through more than 200 cutting-edge public health programs, innovative policy analysis, research, and legislative action.

The Challenge

- Users maintained large email mailboxes with many local Novell archives
- All users required direct, 24 x 7 access, without additional third-party training
- GroupWise emails would not be transferred into the user's new Exchange mailbox

The Solution

CGS implemented Unlimited Mailbox, which allowed the archiving of all GroupWise emails, prior to the migration to Exchange. The Unlimited Mailbox solution for Exchange was then implemented to ensure email management during the Exchange platform transition.

Key Benefits

- Reduce administrative costs and streamline processes
- Ensure compliance and regulatory requirements
- Eliminate redundancies and reduce storage requirements
- Provide flexible search and archiving capabilities
- Enable authentication and eDiscovery requirements
- Easier migration path

“CGS’ email management and archiving solution, Unlimited Mailbox, has allowed the NYC DOHMH to meet our strategic IT objectives of migrating to an Exchange environment while ensuring that we maintain the management of email and compliance requirements as well as providing a cost effective and efficient email management solution.”

Kamal Bherwani, Associate Commissioner/CIO, NYC DOHMH

When the NYC DOHMH needed to secure all emails from their GroupWise Email system and maintain direct user access during and after the migration to the new Exchange email system, CGS’ Unlimited Mailbox solution was chosen to solve the problem.

NYC DOHMH is the nation’s leading local health department, whose mission is to protect and promote the health of all New Yorkers through more than 200 cutting-edge public health programs, innovative policy analysis, research, and legislative action on local, state, and national levels.

The NYC DOHMH’s IT department supports approximately 6,500 users in 50 different locations on 24 GroupWise email servers. With the decision to move to Exchange, as part of their long-term email management strategy, the NYC DOHMH faced several challenges. Users maintained large email mailboxes with many local Novell archives and there were no known email management applications that could archive Novell emails. All users required direct, 24 x 7 access, without additional third-party training planned either during or following the migration to Exchange. Additionally, GroupWise emails would not be transferred into the user’s new Exchange mailbox.

About CGS

For twenty five years, Computer Generated Solutions, Inc. (CGS) has enabled global organizations to build competitive advantages by delivering cross-industry expertise and technology solutions on multiple platforms. CGS offers end-to-end, technology-enabled business solutions and services including ERP, CRM, PLM and WMS, portal, eCommerce and application development, learning, training and professional staffing, help desk, customer care and global sourcing solutions. CGS is headquartered in New York City and maintains a worldwide presence with 18 offices in North America, Europe and Asia. For more information visit us at www.cgsinc.com.

After reviewing the NYC DOHMH requirements, CGS identified the solution required and implemented Unlimited Mailbox to address the Department's challenges. The Unlimited Mailbox solution for GroupWise allowed the archiving of all GroupWise emails prior to the migration to Exchange. The Unlimited Mailbox solution for Exchange was then implemented to ensure email management during the Exchange platform transition.

“After evaluating many software archiving solutions, we realized that the CGS solution offered one significantly differentiating feature. Unlimited Mailbox interfaced with, and archived from both GroupWise and Outlook.”

Kamal Bherwani, Associate Commissioner/CIO, NYC DOHMH

The result was immediate, direct access to all archived emails from their GroupWise clients and following the migration, all migrated users were able to see a clean mail file simultaneously with direct and immediate access to their GroupWise emails from their new Exchange email client.

Unlimited Mailbox by CGS provided management control, retention, and security for emails allowing the Department to increase the overall performance of the email system, reducing time and cost of email management requirements.

2007 Computer Generated Solutions, Inc. All Rights Reserved. Computer Generated Solutions, Inc. is a registered trademark of Computer Generated Solutions, Inc. All other trademarks contained herein are the property of their respective owners. CGS believes the information contained herein to be accurate as of its publication date; such information is subject to change without notice.



SOLUTIONS
TO EXTEND YOUR GLOBAL ENTERPRISE