

CGS Customer Spotlight:

Eric Holdt, IT Director, City of Palm Beach Gardens



Before adopting Unlimited Mailbox, individual employees would search through their inboxes themselves, sometimes printing out the messages in question, before sending them over to the IT department. "It was a crazy process," he said.

Unlimited Mailbox, CGS's low cost email storage and discovery tool, easily integrated with the city's existing Microsoft Exchange® email platform providing rapid search and retrieval for all email conversations, options for setting legal holds, tagging emails and handling retention policies.

With Unlimited Mailbox, the IT department is able to search for the files in question and send them to the clerk's office electronically. The clerk's department can burn the files to a flash drive, a CD, or even upload them to the city's website and send the requestor a link.

This has enabled him to cut down the time involved in fulfilling public records requests from weeks to hours. "The city now advertises that the public can get their public records requests within three days," Holdt said.

And when Microsoft Exchange moved to the cloud, the transition was simple. "We contacted CGS and they changed a couple things on their end. Since nothing is onsite anymore we are comfortable that our email is safe in the event of a disaster," Holdt said. "With Unlimited Mailbox, [I know] there is a backup out there."

What's Holdt's favorite Unlimited Mail feature? The searchable cloud-based vault. "It doesn't matter if an employee deletes an email because a second copy is stored. We can find it quickly without having to inconvenience any of the employees," he said.

Unlimited Mailbox provides added convenience without added costs. Although Microsoft Exchange also offers a similar service, "it's more economical to do it though Unlimited Mailbox," according to Holdt. CGS provides savings without sacrificing service. Technical support is a just a phone call or email away, offering personalized service on a first-name basis without the hassle of time-consuming online ticketing systems.

"I've worked with the support staff for six years, and I'm very happy," Holdt said. "If I send them an email, I hear back in three minutes. It's very fast and I work with the same people all the time." The IT department for Palm Beach Gardens relies on CGS to keep their email archives secure and discoverable, so the government can focus on what's important—providing services for the city's 50,000 residents and 8,200 business.

Fast Facts

City of Palm Beach Gardens

- 50,000 residents
- 500 municipal employees including fire and police departments
- 19 municipal service departments supported by IT
- 38% growth in population in last 10 years
- Home to PGA Headquarters

For over 30 years, CGS has enabled global enterprises, regional companies and government agencies to drive breakthrough performance through business applications, enterprise learning and outsourcing services. CGS is wholly focused on creating comprehensive solutions that meet clients' complex, multi-dimensional needs and support clients' most fundamental business activities. Headquartered in New York City, CGS employs more than 5,200 professionals across North America, Latin America, Europe and Asia. For more information, please visit www.cgsinc.com.

Computer Generated Solutions, Inc.
200 Vesey Street
Brookfield Place
New York, NY 10281-1017
212-408-3809
www.cgsinc.com