For the IT department serving the Municipal Offices for West Springfield, Massachusetts, a small local government is expected to provide all of the services of larger municipality–planning and development, licensing, permits and zoning–while dealing with the unique challenges posed by limited technology resources.

About five years ago, the Municipal Offices for the city of West Springfield, Massachusetts, started looking for an email archiving solution after state requirements made retaining email records for legal purposes a priority. "Prior to that, weren't archiving any of our email," said Paul Marshall, an IT administrator for the city. "As it turns out, the sophistication of the Unlimited Mailbox solution fit all of our needs and then some."

The city needed to implement a cost-effective archive solution quickly. Unlimited Mailbox®, a web-based, universal email archive system, eliminated the need for local client installation, leveraged processes the IT department already had in place and required minimal configuration with the existing Microsoft Exchange® email service provider. "From the first time we spoke with CGS to getting Unlimited Mailbox up and working was fewer than 90 days," Marshall said. "They helped us find a solution that fit our needs and budget. We've had very good success with the program, as well as the support we've received."

When email records were requested as part of a legal matter, Unlimited Mailbox enabled the city's IT department to quickly and easily extract the messages in question. The ability to mark email messages involved in litigation so that they were not removed from the archive until the situation was resolved was particularly useful according to Marshall.

What is Marshall's favorite feature of Unlimited Mailbox? The journal sweeping feature. The sweeping feature archives all municipality emails sent on Microsoft Exchange into a single mailbox, providing peace of mind at a great value compared to similar industry services. "It's very hands-off for us. Unlimited Mailbox pulls the emails out of the journal and puts them into the archive on CGS's end. We just check it periodically when we do a maintenance program to make sure it's at optimal performance," said Marshall.

In terms of support services, CGS is "excellent and timely," according to Marshall. He noted the typical response time is between one and 24 hours. "Unlimited Mailbox is good for a small technologically challenged staff–absolutely," said Marshall. Though West Springfield may have a small staff, Unlimited Mailbox lives up to its name and can help customers scale with an unlimited number of licenses. No matter the size, each client receives the same personal touch when it comes to support.

The small IT staff of four serving the 28,000 residents in the City of West Springfield were challenged with a need to securely manage the volume of emails generated by all town employees across 27 departments. CGS offered a cost effective and simple-to-implement solution which allowed Marshall and his team to meet legal requirements as well as efficiently reference information for back communications with customers and vendors. The time savings from using Unlimited Mailbox helps Marshall stay focused on more important tasks like emergency management, administration of WAN for the entire town and upgrading computer and network infrastructure to ensure security, stability and availability of the town's information resources.

Fast Facts

City of West Springfield
- 28,684 people
- 27 municipal service departments supported by IT
- Minutemen from West Springfield participated in the American Revolutionary War

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.

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