



Orlando Regional Health Care Streamlines E-Mail Archiving with Quest

Orlando Regional Health Care manages eight hospitals in central Florida. With over 12,000 employees and more than 8,000 e-mail users, the IT staff of 260 works hard to maintain the messaging environment of Exchange 2000 and Exchange 2003.

The Challenge

To improve performance on its Exchange servers and reduce the size of the e-mail database, Orlando Regional Healthcare needed an e-mail archiving solution. And, when it came to product features, the IT group had very specific requirements. "We needed a solution that was non-invasive and open," said Chuck Hahn, manager of the Intel Server Group. "We didn't want to install clients, do a lot of configuring or make changes on the Exchange servers themselves."

Orlando Regional Healthcare is one of the most extensive non-profit, private healthcare networks in Florida, and continues to grow. "We also wanted to be sure that the archival solution was open and scalable so that it could meet our future needs as an organization," Hahn explained. "It was also very important that the product be transparent to our end users."

The Quest Solution

The IT group at Orlando Regional Healthcare researched various products, and Quest Archive Manager came out on top. "With Quest, the archiving process was the easiest compared to other products we evaluated," said Hahn.

Quest Archive Manager also met the technical requirements that Orlando Regional Healthcare set for scalability and openness as well as transparency to the end user. Additionally, it boasts a non-invasive technology that requires very little configuration. Archive Manager offers extensive e-mail searching capabilities, enabling the organization to locate and retrieve specific e-mail messages much faster than before. Its message stripping and stubbing features are of particular value to Orlando Regional Healthcare. Stripping policies enable administrators to reduce the size of their Exchange stores by removing, or stripping, messages from the active Exchange store to the archive. The object left behind in the end user's mailbox is the stub. "Those features have had a significant positive impact on our organization," Hahn states.

Archive Manager also eliminated the need to create new personal folder storage (PSTs). "This means that our end users don't have to know how to set up auto-archiving, and they don't have to remember where they put those files," explained Hahn. "Essentially, they do not have to be responsible for PSTs anymore, and that is of great value to us, since the information contained in PSTs is not under our control."

The Bottom Line

With Archive Manager, Orlando Regional Healthcare gained significant value from one product without having to invest in additional functionality. "In testing products that competed with Quest Archive Manager, we were told constantly that we needed to purchase additional products in order to get the capabilities that we required," said Melissa Ananta, Exchange administrator for the organization. "It would've meant a very expensive and inefficient process for us. With Archive Manager, we got all the capabilities we needed in one solution, and we got it for less money than it would've cost with other products."

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— Chuck Hahn
Manager, Intel Server Group
Orlando Regional Healthcare



Overview

Headquarters

Orlando, Florida

Services

Health care system

Critical Needs

An archiving solution to improve Exchange Server performance and reduce the size of the e-mail database

Solution

Archive Manager

Results

- Provided comprehensive e-mail archiving with minimal end-user impact
- Eliminated creation of new PSTs
- Prepared company to meet compliance regulations

Additionally, Archive Manager is an important piece in Orlando Regional Healthcare's strategy to comply with regulations for e-mail archiving. "We know that, as a healthcare organization, compliance issues around messaging and confidentiality are of paramount importance," stated Hahn. "With Quest Archive Manager, we have an added measure of confidence in knowing that we are ahead of the curve."

About Orlando Regional Healthcare

Orlando Regional Healthcare is one of Florida's most extensive private, not-for-profit healthcare networks. Its facilities, advanced medical treatments and procedures, and highly qualified staff have distinguished it as a healthcare leader for nearly two million Central Florida residents and 4,500 international visitors annually.

About Quest Software, Inc.

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