



Quest's Exchange Management Solutions Keep CNF's Supply Chain Moving

CNF Inc. is a \$3.7 billion company and a leading provider of global supply chain solutions for a wide range of manufacturing, industrial, retail and government customers.

"We manage 20 servers," said Scott Bueffel, messaging administrator, CNF. "Our user base is worldwide, but all of our servers are domestic, and spread across the country. All are Exchange 2003 on Windows 2003."

The Challenge

CNF needed visibility into their Exchange environment in order to react more efficiently to their challenges and plan better for future projects.

"Something would go wrong in our Exchange environment, and management would want to know why," said Bueffel. "For example, on a particular server, all of a sudden the transaction logs were filling up and we couldn't really tell why it was happening. True, we could do the reports manually and try to figure it out, but it's a tough job when you're just using native message tracking."

CNF also needed to effectively manage the mailboxes across their large, distributed Exchange environment.

"After someone leaves the company, we'll keep their mailbox for 90 days," said Bueffel. "But it's hidden, and with 10,000 mailboxes across 20 servers, we don't remember the who, where and what. We would label and hide mailboxes, and find one nine months later (that we thought we'd removed)."

In addition, CNF was looking for a way to be more efficient and responsive when problems occurred in Exchange. "Before, we would just wait and find out that something was down when the users called us."

The Quest Solution

CNF invested in day-to-day Exchange management tools that helped them with reporting, long-term planning and proactive troubleshooting. Using Quest MessageStats for usage analysis and Quest Spotlight on Exchange for troubleshooting, the CNF team simplifies and automates Exchange management and streamlines administration.

"With the administrative reports that we generate from MessageStats," he said, "we're able to be more efficient with our time, simply because the reports are doing things for us that we had to do manually before."

From an administrative standpoint, CNF is now able to address day-to-day issues, such as inactive mailboxes. Bueffel said, "With MessageStats, we run monthly reports for inactivity, and we're done."

"I run Spotlight's Topology Viewer 24/7," said Bueffel. "It's set up with notifications and thresholds, and it notifies our operations after hours. I have a screen shot utility that takes a snapshot of the display every 15 seconds and writes it to a Web page, allowing our operations center to see it and get an immediate idea of the scope of any problems."

Bueffel also noted that, prior to Spotlight, his team was waiting longer than necessary to resolve problems in Exchange because they had little visibility into their environment. "With Spotlight, we've been able to monitor individual queue length, diagnostic testing, mailbox logon, store responsiveness, and other things specific to Exchange."

From a business standpoint, CNF can now conduct audits, trend analyses, mailbox profiles, and other administrative reports that impact their long-term goals. "MessageStats allows us to diagnose things that we never could have before, without a lot of manual work," said Bueffel.

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— Scott Bueffel,
Messaging Administrator,
CNF Inc.

Overview

Headquarters

San Mateo, California

Critical Needs

A solution that allows visibility into Exchange usage and the ability to identify problems and prevent outages, therefore minimizing client impact.

Solution

Quest MessageStats and
Quest Spotlight on Exchange

Results

- Improved visibility into Exchange usage across the organization
- Ability to customize and generate reports from scratch
- Ability to proactively identify and resolve critical Exchange issues
- Improved productivity by reducing bottlenecks in Exchange

The Bottom Line

Quest exceeded CNF's expectations. In fact, Quest's support team was able to help Bueffel do even more with MessageStats by providing him with scripts to customize his Exchange reports. "Quest's support and their willingness to work through that and get us new scripts, rather than having to do it manually, is one of the things that we rave about," said Bueffel.

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"Spotlight on Exchange gives us the ability to resolve issues in less time and with less client impact," said Bueffel. "Our end-users aren't even aware that something is wrong (when problems arise). From a user standpoint, there just seems to be more continuous up time, all around."

About CNF

CNF Inc., a market leader in the supply chain management industry, is a \$3.7 billion global enterprise with fast-growing, dynamic businesses and a long-established history. CNF's principal component companies — Con-Way Transportation Services, Menlo Worldwide and Road Systems, operate in regional trucking, air freight, global logistics management, e-commerce fulfillment and trailer manufacturing. CNF has consistently been a service, sales and profit pacesetter and a benchmark stock (NYSE: CNF) on the Dow Jones Transportation Average for more than a quarter century.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.