Cincinnati Metro

A busy IT administrator at Cincinnati Metro needed an enterprise mailbox management tool to help him simplify GroupWise® administration and management.

Overview

The Cincinnati Metro is a non-profit, tax-funded public service of the Southwest Ohio Regional Transit Authority (SORTA). They provide 17 million rides per year, and bring approximately 20% of downtown Cincinnati's workforce into the city. The metro service operates 365 days a year and has 834 employees, most of which are bus drivers and mechanics.

Challenge

Email is critical for the Cincinnati Metro; it needs to be online 24/7. It needs to respond quickly in case of emergencies—broken down vehicles, drivers unable to work, and accidents. Downtime of the GroupWise server is not only costly for the city and taxpayers but can also be dangerous if emergencies or issues are not properly handled during downtime.

Like a lot of GroupWise administrators, Alan Bens of Cincinnati Metro manages a lot more than just GroupWise. He is a self-proclaimed "jack-of-all-trades," managing the entire network, firewall, and servers and backing up desktop support. Keeping up with all of the demands keeps Alan busy. GroupWise Mailbox Management from Micro Focus is one of the important tools that Alan uses to keep the Metro's mail up and running.

Solution

Using the Micro Focus® solution makes management much easier. It helps him manage users' rules, proxies, and resources. Instead of having to remote into every user's system to help them with proxies and other issues, Alan can do all of those things and more with Mailbox Management. It allows him to keep balance in his schedule and GroupWise up and running 24/7.

Alan makes the most of the product, using it for more than the basics. "I like to be able to check to see who is sharing folders, especially when someone leaves the company. Plus, with Vertigo (now GroupWise Mailbox Management), I can determine if a user has put our domain in their junk mail setting." He also added, "Vertigo helps

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> **ALAN BENS**
> System Administrators
> Cincinnati Metro

At a Glance

■ **Industry**
Government

■ **Location**
Untied States

■ **Challenge**
The organization needed a management solution to keep GroupWise up and running.

■ **Solution**
Use GroupWise Mailbox Management to manage users' rules, proxies, and resources.

■ **Results**
+ Freed up time for the administrator to focus on other IT tasks
+ Provides the ability to manage GroupWise without disrupting user productivity

me with many aspects of GroupWise administration. I can perform those functions at my own convenience and without interrupting our employees' productivity." Mailbox Management offers features such as a complete overview of rules and the ability to enable, disable, or delete them on demand. Furthermore, administrators get an overview into each mailbox and the ability to see things such as archive location and disk space. Features such as these allow Alan to simply and easily manage his vast GroupWise system and focus efforts on other IT tasks.

Results

GroupWise Mailbox Management has proven critical when a Metro executive needs immediate access to a former employee's email account. Alan just pops up Mailbox Management and instantly grants access to the executive, instead of having to go through the hassle of finding and entering the former employee's login and password—a method which can be time-consuming and largely ineffective.

Whether you are managing the mailbox settings for 10,000 users or attempting to turn off a vacation rule of a single mailbox, Mailbox Management puts all GroupWise mailboxes in your control. GroupWise Mailbox Management is the Enterprise Mailbox Management tool for GroupWise.

About Micro Focus

Micro Focus is a global software company with 40 years of experience in delivering and supporting enterprise software solutions that help customers innovate faster with lower risk. By applying proven expertise in software and security, we enable customers to utilize new technology solutions while maximizing the value of their investments in critical IT infrastructure and business applications. As a result, they can build, operate, and secure the IT systems that bring together existing business logic and applications with emerging technologies—in essence, bridging the old and the new—to meet their increasingly complex business demands.

Micro Focus
UK Headquarters
United Kingdom
+44 (0) 1635 565200

U.S. Headquarters
Rockville, Maryland
301 838 5000
877 772 4450

Additional contact information and office locations:
www.microfocus.com

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