City of East Grand Rapids

To comply with regulations for communication retention, the city chose Micro Focus® Retain™ Email as its archiving solution.

Overview
East Grand Rapids is a small city on the east side of metropolitan Grand Rapids in Kent County, Michigan. It has well-kept neighborhoods and excellent schools. Its centerpiece is Reeds Lake, with surrounding parks, woods, and trails.

Challenge
Gary Veldhof is the IT and Finance Analyst for the city. He manages its email post office, with 80 users. He needed to implement an archiving solution so that the city would be compliant with regulations for communication retention. The Freedom of Information Act meant that as a government, it needed to provide access to all communication, including email, to any citizen that asked for it.

Gary and other officials in the East Grand Rapids city government also knew that it was important to store emails for legal reasons. In case someone were to bring a lawsuit against the city, they would likely need to provide email correspondence as evidence. A reliable archiving solution would give them peace of mind.

Solution
Gary explains that there are two main reasons why the City of East Grand Rapids chose Retain Email as its archiving solution. First, Retain Email integrates seamlessly with their messaging system and the data they had previously archived. Second, the price of Retain Email fit their budget. Like most governments, they need the most value for their money. Retain Email offers that value. "Like other emergency services, most people don't care about archived email until they really need it," states Gary Veldhof, IT & Finance Analyst.

Several other key features made the decision to use Retain Email easy for the city of East Grand Rapids:

- **100% retention**: Every email and piece of associated data is archived. Nothing is missed no matter when it was sent or deleted.
- **Web-based interface**: The look and feel is similar to other browser-based services so it seems familiar to users, reducing anxiety and learning curve.
- **SQL-based Data Storage**: Retain Email keeps data secure and searchable in an SQL database.
- **Search and Query Tools**: A broad set of search capabilities make it easy to find the archived email users are looking for. This feature saves Gary a lot of time since most archived email can be retrieved self-serve.

At a Glance
- **Industry**: Government
- **Location**: United States
- **Challenge**: The city needed to implement an archiving solution so that it would be compliant with regulations for communication retention.
- **Solution**: Use Retain Email for email archiving because it integrates smoothly and is cost-effective.
- **Results**:
  - Backs up the post office in 15 to 20 minutes nightly
  - Offers peace of mind for end users
  - Provides the ability to recover documents for litigation purposes
Results
According to Gary, Retain Email was easy to install and straightforward to set up. He installed it on a Windows server the city already had, making it even more cost-effective. It takes about 15–20 minutes to back up the post office at night. He gets daily emails from Retain Email letting him know the archive jobs have run. With Retain Email, Gary can provide access to managers needing to review employees’ emails. Employees have the peace of mind knowing that emails can be retrieved even after they’ve deleted them. Plus, city officials know that their legal bases are covered with Retain Email.

About Retain Unified Archiving:
Retain Unified Archiving provides unified archiving of all business communication, including email, social media, and mobile communication data for case assessment, search, and eDiscovery. It can be deployed on-premises or in the cloud.

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GARY VELDHOOF
IT & Finance Analyst
Grand Rapids City