



Customer Success Story

Collaboration

Fraunhofer Institute for Energy Economics and Energy System Technology IEE

Research institute Fraunhofer IEE enables seamless collaboration between scientists with GroupWise® solutions and delivers GDPR-compliant archiving and rapid disaster recovery to maximize availability.



Overview

Part of Fraunhofer, one of Europe's largest application-oriented research organizations, the Fraunhofer Institute for Energy Economics and Energy System Technology (Fraunhofer IEE), investigates the challenges of transitioning to wind energy. Based in Kassel, Germany, Fraunhofer IEE attracts scientists from all over the world.

Challenge

For scientific research projects to succeed, effective communication and collaboration are key. Scientists must be able to easily exchange information and ideas with each other to make progress and break new ground.

As a leading center for renewable energy policy, Fraunhofer IEE recognizes that enabling

efficient communication between scientists is crucial and has been using Micro Focus® GroupWise for email for years.

Christian Langer, CIO at Fraunhofer IEE, states: "With Micro Focus GroupWise, we can provide scientists with all the communication tools they need to conduct world-class research. To ensure that we can deliver these essential services around the clock—and even in the event of a hardware outage—we decided to introduce a disaster recovery solution for GroupWise."

Fraunhofer IEE also wanted to ensure that it met strict data retention and protection policies. To comply with the European Union's General Data Protection Regulation (GDPR), the organization needed to introduce a comprehensive email archiving solution.

Georg Weber, Director and Senior Consultant Storage & Security at Login-IT, one of Fraunhofer IEE's most trusted technology partners, notes: "Fraunhofer IEE's scientific high-performance computing cluster generates 6,000 emails every single day alone, and many scientists' mailboxes exceed 50 GB. Over 2,500 emails are sent or received via the central Fraunhofer Institute mail relay using Fraunhofer IEE's GroupWise system. To manage so many emails and attachments, we needed a robust archiving solution."

"With Micro Focus GroupWise Disaster Recovery and Micro Focus Retain Unified Archiving, we can ensure that the email system is available 24/7."

CHRISTIAN LANGER

CIO
Fraunhofer Institute for Energy Economics and Energy System Technology IEE



At a Glance

- **Industry**
Energy & Utilities
- **Location**
Germany
- **Challenge**
To support research, Fraunhofer IEE must ensure that scientists can always easily communicate and collaborate with each other.
- **Products and Services**
GroupWise Disaster Recovery
Retain Unified Archiving
- **Results**
 - + Supports compliance with the European Union's strict General Data Protection Regulation (GDPR)
 - + Helps ensure that scientists can communicate with each other anytime, anywhere
 - + Enables rapid recovery of email services within 15 minutes in the event of disaster
 - + Reduces the size of mailboxes and backups by 75% in total, improving end-user application performance

“Fraunhofer IEE’s scientific high-performance computing cluster generates 6,000 emails every single day alone, and many scientists’ mailboxes exceed 50 GB. To manage so many emails and attachments, we needed a robust archiving solution.”

GEORG WEBER

Director and Senior Consultant Storage & Security
Login-IT

Contact us at:
www.microfocus.com

Solution

Fraunhofer IEE worked with Login-IT to implement Micro Focus GroupWise Disaster Recovery and Micro Focus Retain™ Unified Archiving for its critical GroupWise environment.

Georg Weber comments: “Researchers expect to be able to access their emails 24/7. Per Fraunhofer IEE’s service-level agreement, the mail system must be available within 15 minutes of a disaster recovery scenario to avoid disruption. This is particularly challenging as different departments often have their own complex rules and workflows in place. If users cannot access their mail it directly impacts research work. With Micro Focus GroupWise Disaster Recovery, we can get the mail system back online very quickly.”

Thanks to hot backups with GroupWise Disaster Recovery, Fraunhofer IEE can keep downtime to a minimum—ensuring scientists have round-the-clock access to their mail. Furthermore, by making use of the single-instance storage feature for attachments, Login-IT significantly reduced the size of users’ mailbox backups, freeing up space and improving end-user application performance.

In the background, Micro Focus Retain Unified Archiving automatically stores email data in one central archive, eliminating the risk of messages getting lost or deleted. All emails and attachments are archived and easily accessible to end-users, even via mobile devices. “Now there’s no need to worry if you accidentally delete an email,” says Christian Langer. “Users can recover deleted messages from the archive themselves without waiting for assistance from the IT team.”

Georg Weber adds: “Despite the complexity of Fraunhofer IEE’s GroupWise environment, which is spread over three sites and three servers, we were able to implement both solutions quickly and easily. We were also very impressed with the level of integration between the applications.”

Results

With its Micro Focus solutions in place, Fraunhofer IEE can ensure smooth communication and collaboration between scientists at all times.

Christian Langer remarks: “Our researchers work and travel around the world, so they need to be able to get in touch with each other anytime, from anywhere. It doesn’t matter if they are on-site at a wind turbine in northern Germany or sitting in the back of a rickshaw in Shanghai on their way to a conference—efficient communication is paramount.

“With Micro Focus GroupWise Disaster Recovery and Micro Focus Retain Unified Archiving, we can ensure that the email system is available 24/7. Even in the unlikely event of disaster, we can get everything up and running again within 15 minutes, so scientists aren’t left waiting and can get on with their work. And thanks to the storage algorithms, we’ve reduced backup volumes by 75 percent.”

He concludes: “The latest additions to our GroupWise environment have made a real difference in our ability to keep communication services running reliably while ensuring compliance with new privacy regulations.”