Historic Royal Palaces

To optimize its email storage, Historic Royal Palaces implemented Micro Focus® Retain™ Email to archive messaging data.

**Overview**
Historic Royal Palaces is an independent charity that looks after the Tower of London, Hampton Court Palace, the Banqueting House, Kensington Palace, and Kew Palace. It is the charity’s aim to help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built.

**Challenge**
Email is a critical communication tool for every company. But for the Historic Royal Palaces (HRP), an independent charity that looks after the Tower of London, Hampton Court Palace, the Banqueting House, Kensington Palace, and Kew Palace, it is more than just a message transfer between customers and suppliers. The data and information stored within email messages is a valuable asset. It is important to secure them as there are historical records that need to be preserved.

Historic Royal Palaces have four post offices—one at each of its main sites. They currently have about 650 live mailboxes. Though they do not currently support mobile devices, they provide a remote access service so that the staff can access mail through a web browser. The organization currently backs up email on a nightly basis to tape, and Retain Email imports emails every night from each of the four post offices. Before installing Retain Email, the users were concerned about storage issues; however, users no longer have to worry because of Retain Email.

**Solution**
Rob Ellner is the Network Manager at HRP, and together with his team, he is responsible for administering and supporting the email infrastructure. “Before we settled for Retain Email, our mail was archived using inbuilt technology to users’ home drives. This was messy and expensive. Retain Email has centralized all email retention, and the inbuilt single instance technology allows a far greater amount of data to be stored,” explains Rob Ellner. Retain Email strikes the perfect balance between cost-effective storage and lightning fast retrieval of messaging data. A key factor for HRP was “Retain’s single instance technology was an immediate attraction. We knew that this would allow HRP to keep a much higher proportion of its email data, without having to constantly request staff to clear down ‘un-needed’ mail.”

ROB ELLNER
Network Manager
Historic Royal Palaces

**At a Glance**
- **Industry**: Nonprofit
- **Location**: United Kingdom
- **Challenge**: The organization needed a storage solution for its fast growing email data.
- **Solution**: Use Retain Email to archive emails and reduce storage costs.
- **Results**: Centralized all email retention and the inbuilt single instance technology, which allows a far greater amount of data to be stored.
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that the back end of Retain Email is driven by an SQL database, providing them with greater scalability and performance.

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Results
Historic Royal Palaces has been successfully using Retain since January 2009. Apart from Retain, HRP is using Micro Focus GroupWise® Mailbox Management for user mailbox management and Micro Focus GroupWise Disaster Recovery for backup and disaster recovery.

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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-prem or in the cloud.