

# Pattishall, McAuliffe, Newbury, Hilliard & Geraldson LLP

In Chicago, the trademark specialty law firm of Pattishall, McAuliffe, Newbury, Hilliard & Geraldson LLP is especially mindful of the need to produce email in the discovery process.



### Challenge

Because email has become one of the primary means of communication in the business world, when a legal issue comes up, it is one of the first things that needs to be reviewed. As a law firm, Pattishall wants to make sure that emails and attached data are properly archived and are easily retrievable. While employees may want to keep all email in their inboxes forever, it simply isn't practical when nearly every email has attached documents. For that reason, Pattishall sought archiving software to provide quick access to old email messages and to support retention and email retrieval policies. Ultimately, the law firm turned to Retain™ Email.

Dale Qualls, Director of Information Technology for the company, explained that although there are about 90 users, the vast amounts of data

sent through the mail server have bloated storage requirements to nearly 200 GB.

He explained that the recent United States Federal Rules of Civil Procedure (FRCP) make it imperative that electronic communication, including email, social media, and mobile communications, be produced during the discovery process. Gone are the days when the burden of pulling material out of the archives fell to the one requesting the discovery information. When the data is requested from your company, your company has the burden to produce the data. And there are specific rules on how that data must be preserved, as well as how it must be presented. Discovery data must be portable so it can be imported into litigation support software, indexed, and referenced. Electronic communication must be produced not only in an archived or printed format, but it must also be provided in a readable format that is mutually agreed upon. Retain Email manages all of these requirements in one unified archive solution.

Qualls stated, "What's nice about the Retain product is that everything is stored in a central database. That makes everything easy to back up, and it's simple to pull data back out." Another plus for Dale is that Retain Email supports SQL databases and in addition to secure storage—with messages being archived using

**“What’s nice about the Retain product is that everything is stored in a central database. That makes everything easy to back up and it’s simple to pull data back out!”**

### DALE QUALLS

Director of Information Technology  
Pattishall, McAuliffe, Newbury, Hilliard & Geraldson LLP



### At a Glance

#### Industry

Business Services

#### Location

United States

#### Challenge

The organization needed an archiving solution that would help fulfill all compliance laws and regulations.

#### Solution

Use Retain Email to centrally archive all email communications.

#### Results

- + Provides a central database of archived emails that users can easily search
- + Archives emails and attachments, which saves space on the mail server
- + Helps the firm stay compliant with federal regulations

“...one of the things I like best about Retain is the easy web interface. It’s smooth and easy to run through. It gives good feedback on how a job is progressing.”

**DALE QUALLS**

Director of Information Technology  
Pattishall, McAuliffe, Newbury, Hilliard & Geraldson LLP

[www.microfocus.com](http://www.microfocus.com)

AES encryption—EMC Centera, and Netapp Snaplock storage is supported.

### Solution

At first, he purchased another archiving application. But he had to purchase another copy of Windows Server and virtualize the software. As he watched the application run slowly and inefficiently, he became convinced that there had to be a better option. Dale installed an evaluation copy of Retain Email on a virtualized SUSE Linux Enterprise Server and was thrilled with how efficiently it ran. He also had the portability he wanted, as well as the speed and reliability of the virtual machine. Because Retain Email also runs on native Linux, there was a cost savings since it is an excellent, low-cost operating system that works well. And Retain Email runs on any platform, so you have

the choice. Furthermore, with Retain Unified Archiving, the firm has the option to archive all electronic communication, including social media and mobile communications, in addition to the email archive.

### Results

Pattishall’s Director of IT is confident with how the well firm’s data is archived. He doesn’t worry about a server crashing and taking everything with it. For him, Retain Email is a “set it and forget it” solution. Dale stated, “...one of the things I like best about Retain is the easy web interface. It’s smooth and easy to run through. It gives good feedback on how a job is progressing. Not only that, but GWAVA (now part of Micro Focus®) has true experts in email security working on their products.”



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