State of Utah Governor’s Office

After losing critical emails by accidentally deleting them, a supervisor at the Governor’s Office frantically contacted the administrator to see if he could recover them. Using Micro Focus® GroupWise® Disaster Recovery, the administrator was able to provide access to the backups of her deleted emails.

Overview
For any IT administrator, disaster means extended hours, lowered productivity, and potential damage to the business. While receiving news of lost data is unpleasant when you’re in the office, it is even worse to hear about it in a meeting—300 miles away.

Challenge
While at a meeting, Mike Hussey, LAN administrator for the office of the Governor of Utah, kept getting calls on his cell phone. Since he was in a meeting, Mike did not answer the calls, but the caller persisted. Realizing it must be important, he answered it to learn that a supervisor in another department had lost critical emails. It turns out she had been “filing” her emails in the trash and didn’t realize that when the trash was emptied days earlier, the emails had been deleted for good from GroupWise. Luckily, Mike had installed GroupWise Disaster Recovery to their GroupWise system prior and was able to help—even from the putting green.

Solution
Because the emails had been deleted a while back, they weren’t showing up in the latest GroupWise Disaster Recovery backup. She frantically asked Mike if there was any way he could get them back for her. Mike told her to wait for a few minutes and that he would call her back. Right there in the meeting, he pulled up GroupWise Disaster Recovery on his mobile device, found the backup containing her emails, and made it available to her. She was elated to find her email, and Mike was very pleased that he didn’t have to forfeit his game.

Success like this is possible because of GroupWise Disaster Recovery’s close integration with GroupWise. Other backup methods are much more work intensive and can take days to complete. Backups made by Disaster Recovery use GroupWise SmartPurge technology, which ensures complete backups. With GroupWise Disaster Recovery, no email message is purged until it is backed up by the server. These backups can be made multiple times daily, without requiring extra effort from your IT department. These daily backups are why the supervisor’s emails did not appear on the backup that she had access to, but they did appear on a prior backup. With GroupWise Disaster Recovery, no information will slip through the cracks. If it happened on GroupWise, it will be found in Disaster Recovery. It’s as simple as that.

Results
GroupWise Disaster Recovery backs up post offices regardless of the platform used. This includes Linux, NetWare®, and Windows. It is fully compatible with GroupWise 7 and above, as well as Micro Focus Retain™ Unified Archiving and Blueprint for GroupWise Disaster Recovery.

At a Glance
- **Industry**
  Government
- **Location**
  United States
- **Challenge**
  A supervisor at the governor’s office needed to recover emails she had accidentally deleted.
- **Solution**
  Use GroupWise Disaster Recovery to back up emails and provide easy access to these backups.
- **Results**
  + Provides the capability to automate daily backups of emails
  + Enables access of backups on mobile devices
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Recovery. There is no need to install software on your GroupWise server; it is client free. Once installed, the software starts to immediately back up your email server and is capable of storing these backups either on premises, off site, or in the cloud.

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.