Tax Law Office

Intradyn Orca Virtual Appliance Customer

About Intradyn™

Founded in 2001, Intradyn is a recognized leader in the eDiscovery and archiving markets, producing leading edge products for small and mid-sized businesses, organizations, and governments.

Intradyn is headquartered in Mendota Heights, Minnesota, with partners throughout North America, Europe and Asia.

The Business Need

"As a tax-law office, email is pretty mission-critical. Our tax attorneys are conversing with clients over email all the time," said Office Administrator Thomas Mohagen of Tax Law Office.

"We were previously using Outlook® to archive email, and then we had an onsite backup appliance that would replicate the info and send it off-site nightly to two different sites: one on the East Coast, one on the West Coast." Mohagen said.

"After five years on a partially virtual environment, in January 2013 we went completely virtual. Now, we've got a virtual environment using VMware® and Citrix®. Our employees use Outlook and our mailserver is Exchange 2010®," he said.

While proceeding to upgrade to a fully virtual environment, Tax Law Office needed a virtual appliance that provided a simpler, more secure email-archive process with greater search capabilities.

Why Virtualize?

"A virtual environment offers much more flexibility while fully utilizing the investment an organization has made in its infrastructure," said Intradyn Director of Sales Engineering Mike Kieffer.

"Once an organization has invested in the virtual environment, it's less expensive by 10 percent to choose a virtual appliance rather than a hardware appliance. And usually, an organization has already made a sizeable investment in a virtual environment, so they might as well be using it," said Intradyn Account Executive Pat Powers.

The Intradyn Solution

"We converted to Intradyn's Orca in January 2013. I think the transition went great," Mohagen said.

Tax Law Office did not consider any other email archive solutions. "We just went with our VAR's recommendation," Mohagen said. "They've been using Intradyn products for a while now."

"We do a lot of work with High Point Networks (http://www.highpointnetworks.com)," Powers said. "Scores of their clients are running Intradyn email archive solutions."

Financial and Business Advantages

"The total cost of ownership has been reasonable, in the grand scheme of things," Mohagen said. "Our total cost to upgrade to a fully virtual environment was $100,000, and I think it was $4500 for the Orca virtual appliance and three years of support."

No More Tape

When people decide to go virtual, it's really a big deal; the cost, the things that change when they do it, how the archived data is backed up… it is different by merit of its virtual environment," Powers said. "The encrypted backup is different, too. With a physical email archiving appliance, back-ups go to WORM tapes, but that's going out the door. Now they back up to NAS or SAN, the same as everything else that's virtual for their organization."

Improved Solutions

"Our email archiving solution is a lot better under control now that we have the policy set up, and the ability to different things with the Orca product," Mohagen said.

Top of the list includes searching for emails previously removed from inboxes, and reviewing internal-employee email should the need arise.

Mohagen does not plan to let employees utilize the archive, though that is an Orca feature. "I like to be in charge of being able to restore things to where they need to be, because then I'm aware of what's going on and can explain to people that they need to be a little more careful with their email," he said.

Financial Regulations and Legal Hold

"Legal hold can be extremely important to a firm under the auspices of the SEC and other regulators. Some people don't understand how valuable that could be if needed, but it's very important," Powers said. "I just talked to a broker-slash-dealer today, and their IT person and compliance officer had a lot of questions. Right now they're using a homemade remedy that's not working very well. They're not comfortable with it because they know they could get in a bind with no simple way out."

"If you're sued, which can happen to anyone —a school district, law firm, etc.— then during pre-trial eDiscovery, there's a chain of custody. That's crucial. The court requires that they have proof that they have all of the original, unaltered emails, with no opportunity to

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modify them," he said. "Looking for that from tape, it has cost $19,000 for a company to go through just one tape of backed-up email messages."

"It can be phenomenally expensive to search for eDiscovery if you don't have the tools to help," he said.

"Orca's Legal hold feature allows the IT person to present the Sheriff's Deputy, police, or others looking over her shoulder to show tagged and thereby unalterable messages," Powers said. "They see the legal hold, take the data on a thumb drive or other media, and take it away. When they do that, it satisfies they court's requirement for chain of custody. They know nobody could have deleted or altered it before the sheriff came for the data."

With Intradyn's email archiving appliance solutions, not even the IT administrator can alter or otherwise modify the archived messages. The only way messages can be deleted from the appliance is based upon the organization's retention policy; for instance, after 7 years, messages start dropping off the system. Even then, however, the legal hold tag is the only thing that will override that: no matter the retention period set into the appliance.

"This gives the IT person and compliance officer a lot of control. Let's say they decide for a county, they have a 5-year retention policy, but they can also keep any one department's email for 7 years. They could also tag the mail for an individual, like the in-house attorney, so that those emails are never deleted," Powers said.

"It is very reassuring to our customers that the Intradyn email archiving solutions meet the most stringent regulations and other requirements for daily business," he said.

While Mohagen has yet to utilize the Legal Hold feature, "I feel more confident knowing we have that capability."

Customer Support that Listens to its Customers

"In 10 years, Intradyn has done a great job of listening to customer feedback," Powers said. "That's why our appliance solutions work the way they do: the customers say 'it would be nice if it could do this or that,' and we'll work that into a next release."

Fully Satisfied Customer

"As far as I know, there isn't anywhere that Orca has fallen short for us," Mohagen said. "Plus, the security of having our email archives readily available in media that's going to be around for a while is great."

About the Email Archiving Solution™

The Email Archiving Solution™ is an affordable, all-in-one solution designed for small and midsized firms to comply with email archiving regulations. It's an integrated solution that captures all of a company's emails on a continuous basis from a virtually unlimited number of mailboxes.

BENEFITS:

- Recovery of Disasters
- Accumulation of Big Data
- Organized Mail Store
- Efficiency of Mail Server(s)
- eDiscovery Support
- Facilitating Human Resources
- Supporting Legal Holds
- Permanence and Security of Data
- Ease the Audit Process

AVAILABLE IN:

RazorSafe Appliance

The first set-it-and-forget it email archiving appliance on the market, Intradyn's RazorSafe has foreseen the future and its requirements for daily communication and its regulations. With robust storage, 99.999% uptime, and a bulletproof security kernel, RazorSafe appliance solutions will handle your email for seven years and beyond.

Orca Virtual Machine

Orca is a virtual appliance that runs on VMware®, Citrix®, and Hyper-V®. Capitalize upon your powerful network infrastructure and hardware stack to collect your email. Messages are pulled through the archive to the mailserver in a process called "fetching." Built with the same aforementioned RazorSafe features, Orca gets it done.