

MailStore Implemented at Indianapolis Airport Authority

MailStore Server Case Study

Indianapolis International Airport was opened in 1931. It is the largest airport in the U.S. state of Indiana and the second largest hub for FedEx, the global logistics company.



The Indianapolis Airport Authority was responsible for safely and efficiently moving 7,526,414 passengers and 1,044,812 tons of cargo in 2010. A year later, the authority opted to implement MailStore Server.



In this case study, Richard Edwards, Senior Systems Administrator for the Indianapolis Airport Authority, sheds some light on his experience using MailStore Server and describes how the solution has proven highly successful in daily operations over the past year and a half.

Archiving Solution Replaced to Save Costs

Indianapolis Airport Authority leverages almost all of the advantages of email archiving. These advantages include legal compliance requirements, protection against data loss, an increase in productivity thanks to fast access to emails, and a broad range of technical aspects.

Central archiving of email made it possible to eliminate mailbox quotas, optimize backup and restore processes, and sustainably become free from PST files.

The special feature: Indianapolis Airport Authority was already using an archiving solution from another provider. However, Richard Edwards describes this solution as expensive, complicated, and unreliable. Based on these facts, alternatives, including cloud services, were tested during an intense evaluation phase.

A decision was ultimately made in favor of MailStore Server, which Edwards says offered low acquisition costs, low system requirements, intuitive operation as well as seamless integration into the existing infrastructure. Qualified support, quick reaction times, and excellent documentation facilitated a very smooth test phase, remembers Edwards.

Live Use with Exchange 2010

MailStore Server was put into productive operation in September 2011 when the archive was set up with Microsoft Exchange Server 2010 based on Windows Server 2008.

Since MailStore Server emails are always allocated to their recipients, users were initially created within the archive by synchronizing with Active Directory.

As an archiving strategy, MailStore Server offers the necessary flexibility Indianapolis Airport Authority needs to implement its individual requirements. This makes it possible to archive email once it is 60 days old as a rule. Deletion rules were also established, whereby emails can be deleted once these have been successfully archived from the Exchange mailboxes. This takes place after 60, 90, or 120 days, depending on the user group.

Fast Access to Search Results

One of MailStore Server's particular strengths is the methods of access that it provides users to access their archived email. Indianapolis Airport Authority is also making use of MailStore Client, MailStore Outlook Add-in, and MailStore Web Access.

All of the options allow users to perform a fast full-text search of emails and file attachments as well as providing access via the regular folder structure.

MailStore Server does not use stubbing, unlike the previous archiving solution in use at Indianapolis Airport Authority. When stubbing is used, emails are not fully removed from mailboxes after archiving, but replaced with a placeholder. With these placeholders users can access the complete email in the archive.

Microsoft does not recommend stubbing technology for Exchange Server as it results in administrative disadvantages and slower performance. The switch from the previous solution's stubbing method to the live view of the archive offered by MailStore took some time until the end users became accustomed to it. According to Richard Edwards, that was the project's only hurdle.

An Interview with Richard Edwards, Senior Systems Administrator

How would you evaluate the acquisition costs of MailStore Server?

MailStore Server is cost-effective. The manufacturer offers an excellent product at a fair price. Overall costs are also kept at a minimum thanks to the low hardware requirements.

What was the main problem that you overcame thanks to MailStore Server?

Before adopting MailStore Server, we were using an archiving solution from another provider. MailStore Server offers a host of solutions that represent improvements over our previous approach to archiving and the system has simply been operating perfectly for a year and a half.

How was MailStore Server received by your end users?

For us as an IT department, MailStore Server allowed us to deliver a stable, reliable platform, over which our users and our internal customers can benefit from precise results when searching for emails.

Overall Assessment

“We were able to archive the first email just a few minutes after installation. MailStore Server has delivered cost savings, improved efficiencies, and excellent reliability. Furthermore it has been running smoothly and without any disruptions for over a year and a half,” says Richard Edwards.

Project Overview

Industry	Transport
Headquarters	Indianapolis, Indiana, USA
Primary requirements	<ul style="list-style-type: none"> ▪ Comply with legal requirements ▪ Eliminate mailbox quotas ▪ Simplify backup and restore ▪ Protect against data loss ▪ Quickly search all emails
Implemented in	September 2011
Number of licensed users	500
Email infrastructure in use	Windows Server 2008, Microsoft Exchange 2010, Microsoft Outlook 2010

About MailStore Server

Businesses can benefit from the legal, technical, and financial advantages of modern, secure email archiving with MailStore Server. The software creates 1:1 copies of all emails in a central email archive to ensure the security and availability of any amount of data for years to come.

Users can still access their email using Microsoft Outlook, MailStore Web Access, or mobile devices such as tablets or smartphones, and search through them at breathtaking speed. MailStore Server combines powerful technology with low cost and user friendliness. Over 22,000 companies of all sizes across all sectors currently use MailStore Server for email archiving.



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