

Industry

Public Sector

Profile

A state agency that supports research and provides evidence to prevent illness, improve health and transform patient care.

Situation

Indexing on the exchange was inefficient & 20+ years of emails were mounting up.

Requirement

Advanced organisational wide eDiscovery and fast search.

The Health Research Board (HRB) is a state agency that supports research and provides evidence to prevent illness, improve health and transform patient care.

"Waterford Technologies is considerably faster at searching emails as opposed to the in-built search within outlook, and that is the most important thing when searching emails speed. MailMeter is very popular here. MailMeter delivers back searches in a matter of seconds, and that is the most important factor to me and MailMeter users."

Liam Sinnott – IT Manager,
The Health Research Board

Waterford Technologies provides lightning-fast search and retrieval for The Health Research Board

As well as eating up precious IT resources and time, email search is a necessary element of the day to day activities of over 100 staff at The Health Research Board. They needed an easy to use search function and fast!

CHALLENGE

2015 was a busy year for IT manager, Liam Sinnott at the Health Research Board. Emails were mounting up on the exchange servers going back over 20+ years and their storage area network was due to expire. It was also time to move to the cloud. The indexing on the exchange was inefficient, and they wanted to move to the cloud for disaster recovery. A few years later with the introduction of GDPR in May 2018, there was a further requirement for a solution to index and archive files, that could aid in the execution of subject access requests.

The Health Research Board is in essence company of information miners, users are looking through emails and file servers daily to extract specific data for their day to day activities.

"What we were lacking at the time was speed, Waterford Technologies was recommended to use at the time by Savenet. We were told that these guys will take information that is sent to you in email and journal it in a database and create efficient searches. We got a demo of the product and we were impressed with it and that was it."

Liam Sinnott, IT Manager
The Health Research Board

SOLUTION

Providing a secure tamperproof searchable archive for email and file.



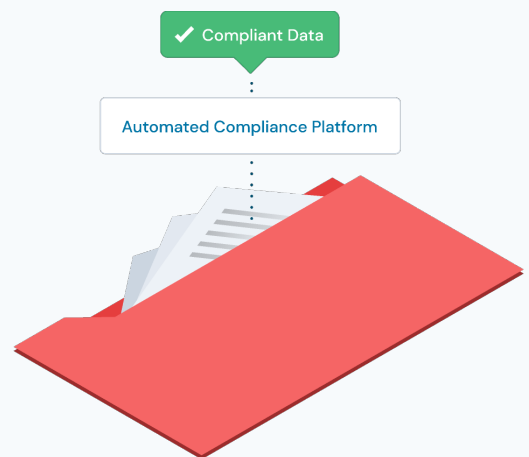
Email

Waterford Technologies provides The Health Research Board with next-generation email compliance and archiving software solution providing a separate repository for their eDiscovery outside of their email tenant.

Waterford Technologies captures emails in real-time before compressing, deduplicating, digitally stamping, and encrypting to a secure archive for compliance purposes, which is located on-premise for The Health Research Board.

File

Waterford Technologies provided The Health Research Board with a full hosted file solution that reduced management time and the demand on primary disk by moving older files to an alternative secure encrypted location, reducing back up time frames and costs.



The deployment and roll-out of the Waterford Technologies solutions was straightforward and it required limited resources from The Health Research Board. The managed service Waterford Technologies provides in training, sharing of best practice and essentially “holding your hand” in setting up policies ensured The Health Research Board got a full return from their investment and quick and easy deployment for their on-site and remote staff.

Waterford Technologies provides real-time capture of all emails in and out the organisation, ensuring no data gaps or losses via deletion.

POWERFUL SEARCH TOOL

Waterford Technologies has a load performance of 50 million+ emails in less than 10 seconds from our user's email server. The Health Research Boards emails are archived and retrieved instantly hereby slashing time and cost to clients.

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Liam Sinnott, IT Manager
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EDISCOVERY AND GDPR

Waterford Technologies provides advanced organisational wide eDiscovery and search with Outlook type UI for keyword, date, user, phrase, Boolean, content, attachment searches to provide IT, HR, DPO & admins access to resolve issues quickly, via full reports, not samples.

"The new MailMeter 7.1 version takes the complexity out of discovery searches, I don't see it as work anymore and I appreciate that change"

Liam Sinnott, IT Manager
The Health Research Board

SISCIN also provides the option to add content indexing of files before archiving to enable search and retrieval based on keywords or phrases. To assist with the automation of eDiscovery, FOIA, GDPR, and Regulatory investigations.

"SISCIN indexed all files, went into the nuts and bolts, indexed every word in every file that we had, and that is crucial when doing a subject access request which we could be asked to do at any time. We ran a test and it is very good, it is like MailMeter in terms of speed."

Liam Sinnott, IT Manager
The Health Research Board

Simple to use email archive

Waterford Technologies is designed to optimise the ability to find things when you need them. Users can locate emails instantly and securely from anywhere. The Health Research Board is a company of researchers, they need to constantly search content.

"We use MailMeter every day, 50% of our staff use it most days, People have traditionally stored information on email although they are not supposed and are trained not to."

Key benefits of working with Waterford Technologies

Waterford Technologies key features are so easy to use that it saves time, money and resources, particularly around user training.

"The new user interface is extremely easy, it requires no end-user training, my users are getting set up and using it without any information other than a login."

Remote access to archived emails

The user receives all the benefits of email archiving accessible anywhere at any time. The same great user experience everywhere.

"I have never fielded any support calls from users working remotely, there is no difference whether users are in the office or outside the office"

Support

Support every step of the way- Waterford Technologies number one priority is helping clients reduce their data management cost and minimise compliance risk, we do whatever it takes.

"The support is very good; we receive health checks every month. I feel like we get a lot of TLC. It is a solid product, that never goes down. Availability management stats would be very good. A good feature of customer service is that someone is responsive when we email support we get a response and that doesn't go unnoticed."

"The Health Research Board would without a doubt recommend Waterford Technologies. We are extremely happy, and our end users couldn't work as efficiently without MailMeter or SISCIN. The burden of dealing with mounting emails and complex search is gone. We are now confident that we have a solution to deal with and data subject access requests if they arise."

Liam Sinnott, IT Manager
The Health Research Board

**Integrated Solutions to Simplify
Your Email and File Management**

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