

CASE STUDY

Proactive Protection

How Memery Crystal Solicitors Took The Pro-active Step of Implementing An Email Management System Before Email Spiralled Out of Control

Founded in 1978, Memery Crystal is a successful London firm of solicitors specialising in company and commercial law, litigation, intellectual property, property, landlord and tenant law, and employment. The company also participates in The International Lawyers Network, which provides clients with easily accessible, high-quality legal services in more than 58 countries on six continents. Memery Crystal's clients include listed and private companies, partnerships, individuals, trusts and charities.

Like most growing companies, email is one of the most efficient means of exchanging documents and sharing information. However, unlike the majority of organisations that wait until email volumes have proliferated out of control, Memery Crystal has taken the pro-active step of implementing an email management and archiving system *before* email volumes and their associated attachments became unmanageable.

“When people left the company our policy was to archive them into PST files,” said Elizabeth Grist, IT Manager for Memery Crystal. “However, PST files aren't searchable and can be unstable over a certain size. As a company, we send and receive about 800 emails per day and wanted to avoid the normal pitfalls of getting to a point where we had to enforce email quotas on users. We store our paper files for six to seven years, and have taken the same view with our electronic files. As we send the same document to several lawyers within the same department, we didn't want to be saving multiple copies of the same document as part of our back up and archive system.”

Pro-active Steps

Grist and her team decided to take the proactive step of managing their spiralling email growth *before* it adversely impacted on the company. With person to person emails anticipated to reach 36 billion by 2005, managing the sheer volume of corporate email is one of the most common business problems facing messaging systems today.

Furthermore, with email now admissible in a court of law, companies not only need to store their emails, but save them in a format that can be easily indexed and searched. The financial sector is already facing tighter regulatory legislation for the storage and retrieval of electronic materials, and other industry sectors are likely to face the same sort of requirements over the coming years.

“We didn’t want to wait for email to become a problem,” added Grist. “Throwing more hardware to the problem is fine, but it doesn’t enable us to search our email store. Memery Crystal has built itself an enviable reputation for getting results and for giving practical and commercially viable advice with an entrepreneurial flair and strong sense of commitment, so being proactive is part of our company culture.”

With more than 70 staff, Memery Crystal operates an IT environment of Windows 2000 server and client and Exchange 2000 for its email system.

“We had read about KVS and its deployment at several other law firms in the legal press,” added Grist. “Following a market evaluation and discussions with KVS reseller, **bluesource**, we went ahead with an implementation of KVS’ Enterprise Vault for email management and archiving. **bluesource** implemented Enterprise Vault in a matter of weeks.”

bluesource specialise in the specification, installation and configuration of effective email solutions, designed to integrate and deliver to the needs of a business in the most cost effective and scalable formats. As a reseller of Enterprise Vault across the UK, they recently won KVS *UK Partner of The Year* in recognition of their outstanding commercial achievements for Enterprise Vault.

In addition to the archiving functionality of Enterprise Vault, Memery Crystal are also using the Public Folders functionality in Enterprise Vault, which will help facilitate information sharing, especially for case matter management among lawyers.

“We’ve set the system up to archive all emails over a year old and have adopted Enterprise Vault as our corporate standard for email management. Not only have we been able to avoid our email becoming a bottleneck and resource drain, but we’ve also been able to proactively enhance the manageability of the corporate email system. Anyone in the company can now locate an old email and its associated attachment in a matter of minutes not weeks.”

For further information, please visit:

KVS plc	- www.kvsinc.com
bluesource	- www.blue-source.com
Memery Crystal Solicitors	- www.memerycrystal.com