



## City of Perth

### Bringing high-volume e-mail under control with state-of-the-art storage, access, and management

#### Benefits

- Better performance for e-mail server through archiving of e-mails to less costly storage devices
- Better productivity for IT staff through more efficient backup and retrieval of critical e-mail messages
- Better enforcement of city policies for e-mail retention and recovery

#### Business overview

Located on the southwestern coast of Australia, Perth is a city of 1.5 million people and the capital of the province of Western Australia. The central business district's local government council has more than 500 employees.

#### Challenges

The proliferation of e-mail as a communications tool has been both a boon—and the bane—of business organizations worldwide, and the City of Perth is no exception. City employees rely heavily on e-mail as a convenient means of communicating both internally and externally, and also as a method of documenting work, transactions, and agreements. Until recently, however, the city had no systems for storing, managing, and accessing the tremendous volumes of e-mail messages that are generated regularly by more than 400 e-mail users.

Without any formal policies for e-mail usage, employees were using the mail system to store old e-mails, some dating back seven years. “The volume of e-mails built up over time, and eventually peaked at 150 GB,” said Chris Tan, network support officer for the City of Perth's information services. “Our server resources were being stretched to the max, and we were seeing some definite losses in performance. Often, the only way we could avoid a server crash was to send out a broadcast e-mail, asking everyone to please delete their old messages.”

As a government entity, the City of Perth has a policy of documenting and recording e-mail transactions among city officers, business executives, and outside constituents for protection against potential legal challenges. The city needed a more effective system for documenting and archiving these critical transactions to replace its manual method, which had become extremely labor intensive and time consuming.

A rudimentary backup system offered basic functionality, but required hourly incrementals of each e-mail database. “The old system only captured changes at each point in time, and every time we wanted to do a recovery operation we had restore the whole database up to that point just to look for that one specific e-mail,” said Tan.

## Business profile

### City of Perth

Local government council in central business district of Australian city of 1.5 million

### Industry

Government

### Geographies

Perth, Western Australia

### Business solution

E-mail management; data backup and recovery

### EMC products

EMC EmailXtender, EMC DiskXtender, EMC Centera

### Deployment summary

Enterprise system for storing, managing, and archiving critical e-mail content

## EMC Documentum solution

To solve its e-mail storage challenges, the City of Perth implemented a centralized repository for e-mail administration, management, and archiving based on products from EMC. At the core of the solution is EMC EmailXtender®, an e-mail management system designed to help organizations improve the operational efficiency of their messaging environments, reduce the cost and risk of legal discovery, and automate e-mail retention and disposal policies to meet regulatory and corporate governance requirements. The City of Perth has also implemented EMC DiskXtender® as an extension of its Lotus Domino e-mail server, to provide an enterprise software solution for automated file system archiving. Finally, the City has installed two EMC Centera™ content-addressed storage devices to handle long-term archiving of e-mails older than 60 days.

All e-mails from the city's Domino mail server are automatically migrated to a DiskXtender container directory nightly. Shortcut rules in DiskXtender determine which messages are at least 60 days old, and then the system migrates the old messages to the appropriate Centera device. Now, more than 460 mailboxes are under the control of the EMC solution. All employees have instant access to their e-mails, whether stored in DiskXtender or Centera.

Since implementing the EMC suite, the City of Perth has been able to reduce the volume of e-mails in the production mail system by two-thirds. "By moving e-mails to lower-cost storage systems, we've been able to maximize the performance of our mail system," said Tan.

In addition, the system has enabled the City to meet its legal archiving requirements in a much more efficient, streamlined manner. "By archiving everything at the end of the day, we've been able to cut back on the number of incremental backups we have to keep for the mail system itself," said Tan.

The City of Perth is so pleased with the results of the EMC system that it has moved to the next phase: implementation of a disaster recovery site based on DiskXtender and Centera.

"By moving e-mails off to lower-cost storage systems, we've been able to maximize the performance of our mail system."

Chris Tan, Network Support Officer, Information Services

## Summary

With the EMC-based system for automatic archiving and management of e-mails, the City of Perth has been able to reduce the strain on its e-mail server for better performance and more efficient recovery of business-critical e-mail content. The system has also enabled the city to reduce its legal liability exposure with a more dependable, automated method for documenting important transactions.

## About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at [www.EMC.com](http://www.EMC.com) or by calling 800.607.9546 (outside the U.S.: +1.925.600.5802).



EMC Corporation  
176 South Street  
Hopkinton, MA 01748  
1-508-435-1000  
In North America 1-866-464-7381

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Customer Profile  
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