



NORTHEAST OHIO REGIONAL
SEWER DISTRICT,
CASE STUDY



NETGOVERN DELIVERS ePOLICY, EMAIL ARCHIVING, eDISCOVERY, AND SUCCESSFUL EMAIL MIGRATION

NetGovern's two-day ePolicy workshop helped the Northeast Ohio Regional Sewer District create intelligent email retention and destruction policies and the full implementation of NetGovern Archive helps them now respond quickly to eDiscovery requests following a successful weekend migration to Exchange 2010.

CLIENT OVERVIEW

Created in 1972, the Northeast Ohio Regional Sewer District leads effective wastewater and stormwater management in the greater Cleveland Metropolitan Area, protecting the health and environment of the region while enhancing the quality of life. The Sewer District serves approximately 1.2 million customers. The Sewer District's infrastructure improvements have significantly reduced the amount of pollutants entering Lake Erie and nearby streams. Going forward, the Sewer District is implementing a 25-year, multi-billion dollar capital improvement plan to continue reducing discharges of combined stormwater and sewage into Lake Erie.

The Sewer District relied on backup tapes of email dating back to the late 1990s and had no specific policy for email retention. It received numerous eDiscovery requests, often requiring extensive date ranges. The IT Team devoted considerable amounts of time assembling eDiscovery cases and packaging them in a user-friendly format. Due to the level of effort required to fulfill these requests, the impact to the IT Department was significant.

VITAL STATS

- Client since 2008
- 670 users at the time of the project
- Growth to 830 users as of 2019
- Serves 62 communities
- Treats 90 billion gallons of wastewater a year

BUSINESS CHALLENGE

In 2010, the Northeast Ohio Regional Sewer District decided to migrate from Novell GroupWise to Microsoft Exchange 2010 and to set up a robust email archive. A long-time NetGovern client, the Sewer District decided to take advantage of the built-in migration capabilities of NetGovern Archive to perform the migration.

“ We'd been relying on GWArchive and tape backups for the purposes of eDiscovery for years. It made good business sense to upgrade to NetGovern Archive, fully implement the solution, and then use it to perform the email migration.”

Humberto Sanchez
Director of IT
Northeast Ohio Regional Sewer District

CRITICAL REQUIREMENTS

1. Upgrade GWArchive to NetGovern Archive to facilitate the migration
2. Provide an email policy workshop to the District's key stakeholders to help them design and implement an updated email retention and destruction policy
3. Implement NetGovern Archive to centralize the District's email archives
4. Minimize the time required to migrate the District's email system to Exchange 2010

PREPARATION

Prior to commencing the migration project, the Northeast Ohio Regional Sewer District engaged the NetGovern team to deliver an onsite email policy workshop. Moderated by technology lawyer Ben Wright, the two-day onsite workshop helped the Sewer District create a policy on email retention and destruction in accordance with their compliance regulations. “The policy workshop was extremely helpful in creating a draft policy,” recalls Sanchez. “After the workshop, Executive Management reviewed the draft and then made a few minor modifications to it prior to implementing the policy across the board.”

PRODUCT PERFORMANCE

With a solid email policy in hand, the Sewer District was ready to upgrade to NetGovern Archive in order to centralize their archives before performing the migration to Exchange. As part of the upgrade, the migration team verified the health of the District’s GWArchive system, and then validated the existing audit and archive data to ensure its integrity. Unlike GWArchive’s use of distributed indexes, NetGovern Archive relies on a centralized indexing server that scales easily to handle increasing amounts of data. So as part of the upgrade process, all existing GWArchive data needed to be converted to the latest format and re-indexed, however, because the Sewer District had not fully implemented GWArchive, many email accounts as well as 2TB of GroupWise personal archives remained unarchived. In the end, very little data needed to be converted, and the entire migration process was executed invisibly to the users and with zero disruption to the email service.

Once the upgrade was complete, the Northeast Ohio Regional Sewer District was ready to begin the migration to Exchange 2010. Through an automated Discovery process in NetGovern Archive, the Sewer District was first able to locate, collect, and archive the GroupWise personal archives scattered throughout the organization into a centralized archive repository. By transferring the bulk of messages into the repository, rather than transferring them directly into Exchange, the Sewer District can look forward to reduced storage costs on the new Exchange system. The migration utility included with NetGovern Archive automated the process of moving users from one platform to another, enabling the District to complete the migration over one weekend. As a final step in the migration, the Sewer District chose to inject 60 days of accumulated email into the Exchange system before going live with the system. “I would recommend that anyone doing a migration seriously consider NetGovern Archive,” says Humberto Sanchez. “The other Directors at the District were really impressed that email, tasks, notes, calendar events, everything, was all there first thing Monday morning.”

One of the main benefits realized by the Sewer District since the email migration is how NetGovern Archive centralizes the archives into a single repository. “We don’t have to rely on tape backups anymore,” says Sanchez. “Now we are able to create comprehensive eDiscovery cases using the case management features of NetGovern eDiscovery and give access to the system to the Law Department.”

THE BOTTOM LINE

“The success of the email migration and the fact that we were able to complete the project in a single weekend was tremendous. There was some scepticism that we would be able to pull it off in one weekend, but in the end, we did. NetGovern Archive clearly demonstrated to executive management the value of the IT department in successfully moving the organization through a change like this. This was a boost to the credibility of the IT Team.”

Humberto Sanchez
Director of IT
Northeast Ohio Regional Sewer District