

netgovernTM

LEADING OIL & GAS COMPANY
CASE STUDY



NETGOVERN DELIVERS THE RIGHT ARCHIVING & DATA MANAGEMENT SOLUTION

OVERVIEW

On the recommendation of a trusted partner, NetGovern provided a leading Calgary-based oil & gas company with a brand-new, multi-cloud level email archiving and data management solution to help them capture and consolidate email and data, as well as provide powerful eDiscovery capabilities so that end users can now perform advanced eDiscovery searches across all of the organization's platforms.

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BACKGROUND

A leading oil & gas company involved with exploration, development, and the production of crude oil, natural gas and natural gas liquids, as well as natural gas storage, oil and gas processing and transport recently sought to address a rapidly-growing email and data storage problem after years of having a “keep everything forever” approach with respect to the organization’s email and communications. As a result, the organization worked under an implied 2 year retention policy on email by setting Microsoft Exchange’s Mailbox Retention parameter to 2-years on deleted mailboxes before they were permanently deleted or purged from the Exchange database. Restoring mailboxes and exporting to PST became the defacto way of handling discovery requests.

BUSINESS CHALLENGE

Prior to choosing the NetGovern solution, Modular Technologies test-drove 3-4 different solutions, including Intradyne. According to Mark Hodges, the infrastructure consultant working with the oil & gas company, “I’d been investigating archiving solutions for nine months before discovering NetGovern during a routine Google search. It was in the budget and on our “to-do” list for 2018 when we were suddenly faced with an audit request which meant we had to drop everything and start restoring mailboxes to find data.”

With the audit request looming, the project to implement an archive solution was quickly pushed to the top of the IT department’s “to-do” list. Having discovered limitations with the ability to give users access to shared archived mailboxes in other archive solutions, Mark Hodges remembers thinking, “How fast can we implement NetGovern?”

For the IT team at the oil & gas company, the main driver behind implementing NetGovern was to deal with the growing storage problem at the organization, but for the IT Manager the decision to choose NetGovern was based on the end user experience. “With NetGovern,” recalls Mark, “users are given the same look and feel of the Outlook mailbox, including an exact replica of mailbox and folder structure, without keeping the old mailbox active. The ability to open NetGovern eDiscovery and drill down to find the exact email or document you are searching for is a big plus for end users, some of whose mailboxes contain over 100,000 emails and documents.”

To reduce the amount of data on their front-line systems, the company also chose NetGovern’s Archiving solution to manage the ongoing static storage of the email archives of former employees. Much like collections in a museum, NetGovern allows organizations to archive and index legacy data to make it both viewable and searchable, providing end users with access to the data at any time and perform in-house eDiscovery, should the need arise.

CRITICAL REQUIREMENTS

1. Reduce the size of the organization's Exchange mailbox database.
2. Develop strategy to deal with the important data stored in the mailboxes of former employees.
3. Rapidly respond to an external audit request to discover email and data pertinent to an ongoing financial audit.

THE NETGOVERN SOLUTION

With the help of a trusted NetGovern partner, Modular Technologies, the oil and gas company selected NetGovern Archive, eDiscovery, and Audit & Remediate solutions to reduce the size of their email and data management capabilities. With NetGovern, the oil & gas company can now provide powerful eDiscovery functionality for both email and documents, as well as address the archiving and retention requirements of both internal and external stakeholders within the organization.

When required, the company will also benefit from NetGovern's federated search capabilities which allows them to search through an estimated 55 million files (comprising mostly of Word documents, images, and PDF-type files) on the organization's main corporate drive—a result of a merger of 4 companies. Should the organization choose to move to the cloud in the future, NetGovern also ensures that they will also have connectivity to the cloud where they can

quickly find content stored in Office 365 tenants, including OneDrive, Exchange online mailboxes, and Sharepoint Online as well as other clouds.

THE BOTTOM LINE

“ The key to delivering projects on time and on budget is to use a standardized approach, no matter what type of IT project is being undertaken.

Partnering with NetGovern was a very positive experience for Modular Technology. With the help of NetGovern's Support Team, we were able to keep the project under control and on schedule at all times. I'm definitely recommending NetGovern to my clients.”

Mark Hodges,
Infrastructure Consultant,
Modular Technology