



Stoke on Trent College have over 900 staff using Cryoserver for their email. The college recognised that they needed to change the way they managed email. With large volumes, growing traffic and the need to retain emails over time, the IT team needed a solution to address a range of problems.

“It’s a wonderful product we couldn’t do without it nowadays.”

Requirement

“We needed to find a way to take old emails offline but still give users access to them. We wanted to retain emails on the mail server for 3 months, roughly one term’s worth of data. We wanted to include everyone, teachers and senior management. Understandably senior management were apprehensive about that; we said don’t worry we’ll give you a different way of finding emails.”

Cryoserver provided the college with a creative solution to give fast and easy access to all email whilst keeping Exchange mailboxes small, speeding up Exchange and enabling round the clock access to email for all users.

“The support has been superb! When we did the vacuum the Cryoserver engineer was really helpful, the support is brilliant.”

Problem

Large Email Volumes: “When we deployed our MS Exchange we set up very few archiving rules, anyone internally could send long documents, whereas external people were limited to 50 Meg. We gave all senior management staff unlimited mailboxes and limited other staff to a one year life span followed by permanent deletion. We allowed staff to setup their own PST files and never set any inbound policy. The Exchange network grew quickly, unyieldingly, dramatically and randomly.”

Solution

Cryoserver was able to assist Stoke-on-Trent College by freeing up plenty of space for them on Exchange, reducing lag time and making the IT department and end user’s lives easier.

“We now find that Exchange runs smoothly and efficiently, no one complains that the network or Outlook is running slow. We use it on a daily basis, and we’ve had no issues with it.”



“ The easy compatibility with Outlook was great for senior management especially. We’ve given staff access via the web interface, we drive our users into an intranet portal ”

Problem

Round the clock use: “We migrated through various versions of Exchange until we arrived at 2010, which we use today. When we got to 2007 Microsoft started putting things in place like single instance storage but we then found that we had enormous problems taking the mail server offline to de-frag the database down to a normal size because staff were using Exchange 24 hours a day. We needed to find a way to continue to run Exchange whilst we took everything from a certain time out of user’s inboxes and continued to make it available to them.”

Solution

Cryoserver solved the problem by allowing the IT staff to take Exchange offline and still give users access to all emails within the Cryoserver archive.

“Now everyone’s inbox is wiped after 3 months or less. Including senior management. Everything else is easy to access using Cryoserver.

“We vacuumed all the old inboxes into the Cryoserver archive which meant that everyone could see that their emails were within both their inbox and Cryoserver. After teaching staff how to access Cryoserver they said: Great! Remove it from my inbox, I know how to get it from Cryoserver.”

“ I’d say on a daily basis we’ve saved 5-6 calls to the helpdesk ”

Problem

Slow Mail Server: “Exchange was one of our biggest pain points. People were saying Exchange was running too slow and because we were running with a couple of data stores we didn’t have the resources to split people up.”

Solution

Using Cryoserver the College were able to free up space within Exchange and relieve the stress of their end users.

“I’d say on a daily basis we’ve saved 5-6 calls to the helpdesk.”

“Exchange now runs like a train because we have Cryoserver in place, it’s been worth every penny. It’s made a very positive impact to our users because we’d always be told the networks running slow, meaning Outlook is running slow. Watching the calls drop off the helpdesk was just tremendous.”