



Coffin Mew LLP

Email Archiving Solution

Coffin Mew LLP is a leading regional law firm in the South of England providing an extensive range of legal services from offices in Portsmouth, Southampton, Fareham and Gosport.

Client Overview

A customer of Taylor Made Computer Solutions for the last eight years, the relationship has developed to a fully outsourced IT solution providing everything from strategic and budgetary guidance to on-site IT personnel including an IT Manager and a full support team.

Challenges Faced

In today's electronic environment, email has become the most popular and pervasive form of communication. The management, storage and control of this medium was becoming an increasing problem for the Firm. Coffin Mew LLP also faced the task of managing the data in line with other business processes and compliance to the Law Society Guidelines for secure storage and data retrieval.

Solution

The implementation of an email archiving solution has ensured that the Firm capture all internal and external emails. The secure solution meets the firm's regulatory requirements for data storage and retrieval. From an end user perspective the easily searchable store enables rapid access to emails and prevents messages being lost by mistake or intended deletion.

Emails are archived away from the Microsoft Exchange Server reducing storage size and improving email server back-up and restore times. An auditable search facility also enables administrators to swiftly uncover important information.

To fulfil the Firm's email policy an administrator selects from a large number of tailored policies which enables automatic archiving of emails with zero impact for the end user who continue to view emails as normal within their mailbox.

Results

The solution was easy to install and the implementation seamless with no impact on the day to day operation of the business.

Having developed their own email policy criteria the email archive solution now selects and archives email from users' mailboxes and public folders automatically providing users with the impression of an unlimited mailbox.

In line with Data Privacy and integrity the solution can monitor and report on all access rights and permission settings within the Firm's Exchange system. The Partners can therefore be assured that messages stored in the email system have integrity, remain secure, can be quickly retrieved and comply with regulatory requirements regarding the use and retention of emails, such as Sarbanes-Oxley.



Future

Taylor Made will continue to support Coffin Mew LLP with a full range of IT services offering professional advice as the Firm continues to grow.

“Taylor Made carefully analysed our needs providing professional advice on an appropriate email archiving solution. Knowing that our email data is now safely archived and can be retrieved swiftly to fulfill compliance requirements is extremely reassuring to the Firm”

SUE BOWLER, PARTNER, COFFIN MEW LLP

Taylor Made
COMPUTER SOLUTIONS

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