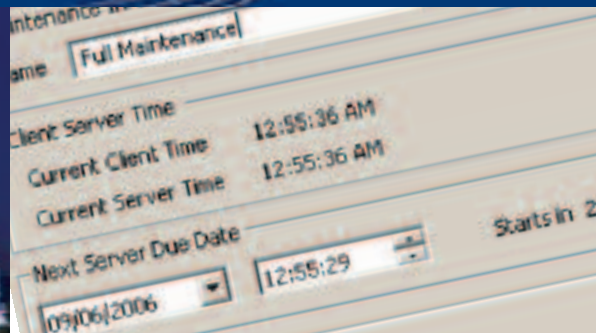


# Optimising Email Space & Performance



## How GOexchange™ Keeps the City of London's Email Servers Efficient & Recovers 20GB Storage Every Month

The City of London Corporation provides local government services for the financial and commercial heart of Britain, the 'Square Mile'. It is committed to maintaining and enhancing its status as the world's leading international financial and business centre, as well as looking after the needs of its residents, businesses and over 320,000 people who come to work in the 'Square Mile' every day.

According to Zah Edah-Tally, messaging team leader at the City of London Corporation, "We have over 5,000 staff, many of whom rely on email to liaise with the public and the many different services we run, which include five Thames bridges and the City's markets such as Smithfield. We even provide The Lord Mayor's email service, so it's essential we keep our email service running as efficiently as possible."

Every few months the IT team found the response times of its email servers would start to degrade, which meant coming in at weekends when the email service was offline to run Exchange maintenance tasks.

According to Edah-Tally, "We have 7 Exchange servers hosting mailboxes and public folders, so the job was proving to be complicated and involved working long and unsociable hours. We simply needed a better way to optimise our servers."

The IT team at the City of London discovered **GOexchange™** from messaging specialists Essential Computing Ltd.

## The Problem

Exchange consists of a complex directory structure containing data stores that are constantly growing. E-mail and other Exchange items are being added, changed, and deleted on a continuous basis, especially where archiving software is used. The result is an Exchange server with highly fragmented internal data structures and increasingly inefficient index pointers, warnings, errors, and inconsistencies.

Like all complex databases, slow and steady degradation is inevitable and performance will start to suffer. At worst, your Exchange systems can even crash. *IT research firm Gartner Inc. claims that nearly 20% of unplanned Exchange downtime is due to database or Active Directory corruption.*

## The Solution

GOexchange is an automated tuning and maintenance solution for Microsoft Exchange - including Exchange 2007.

Using standard Microsoft utilities combined with expert scripting, inbuilt safeguards, and management tools, GOexchange repairs errors and warnings, and fixes inconsistencies and corruptions. It can even rebuild the Exchange database itself, ensuring group collaboration objects like mail, tasks, calendar and other items are optimised and intact.

GOexchange also consolidates unused 'white space' on your server by defragmenting and compacting the data stores, and is certified by leading archive software vendors including Symantec and ZANTAZ (Autonomy).

Services include:

- Check all Exchange databases for consistency
- Detect and correct errors and warnings
- Repair & check public and private information stores
- Remove deleted items, and optimise databases
- Fix corrupt Message Transfer Agent (MTA) databases
- Defragment the directory, public and private databases
- Management reporting

## What the Customer Said...

*"We run GOexchange every 4 weeks and would really notice the difference if we didn't."*

*"The first time we ran GOexchange we reclaimed nearly 30% of our 60GB store. We now get back 20GB every month when we run GOexchange across 180GB of mailbox data."*

Zah Edah-Tally  
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## Handle with Care

Exchange servers must be regularly maintained to keep them running in a healthy and optimal manner. The problem is that the Microsoft utilities for tuning Exchange (ESEutil and ISinteg) are notoriously challenging to work with and can lead to serious problems if not handled with great care.

A series of commands have to be executed whilst servers are offline, with no room for error. *One wrong parameter can lead to a major problem.*

GOexchange saves the cost and risks of manual maintenance by automating the use of standard Exchange tuning utilities using built-in expert knowledge and proven maintenance processes.

Its MMC-based console lets administrators schedule and review maintenance for all Exchange servers in their organisation. It even detects which version of Exchange is installed, (5.5, 2000, 2003 or 2007), and applies the appropriate rules and processes for each.

## Getting the Most out of Email Archiving Software

One of the jobs carried out by GOexchange is to turn all the little 'holes' left behind when emails are deleted into re-usable space. It does this by defragmenting and compacting Exchange information stores.

*"The first time we ran GOexchange we reclaimed nearly 30% of our 60GB store. We now get back 20GB every month when we run GOexchange across 180GB of mailbox data."*

We also plan to implement archiving software which will replace emails and attachments with much smaller shortcuts.

GOexchange will really complement this strategy by enabling us to make the space saved through archiving re-usable," explained Edah-Tally.

## Highly Tangible Results

GOexchange also fixes any broken index pointers and other errors and inconsistencies that creep into Exchange databases over time.

*"We have noticed tangible improvements in performance", explained Edah-Tally, "we run GOexchange every 4 weeks and our end users would really notice the difference if we didn't."*



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