

## The Barracuda Message Archiver Restores Order in the City of Lebanon



### Profile

- Located in Tennessee and has 32,372 residents
- Famous for its downtown square featuring its incredible Antique district
- The city's goal is to promote community cooperation and innovation by providing quality services and creating a progressive atmosphere

### Challenges

- Maintain Exchange servers while creating new policies for each end user
- Preserving all emails for legal and regulatory compliance

### Solution

Barracuda Message Archiver

### Results

- Easy access to every email ever sent or received
- Alleviate strains on mail server and bandwidth
- Quickly set up built-in policies to meet regulatory compliance
- Easy to install and use

### Compliance is Key

As a government institution, the City of Lebanon is required by law to preserve all emails for legal and regulatory compliance reasons. Mike Collingsworth, MIS Director, handles all computers, data infrastructures, and telephones in the city. Finding the time to maintain the Exchange server and create new policies pertaining to each user is a tedious task for Collingsworth. Additionally, expecting users to allocate a certain amount of time to create archive folders is also an unreliable and inefficient way of maintaining their mail server.

### Barracuda Message Archiver Availability and Accuracy

Collingsworth spent years looking for the right email archiving solution. When he discovered the Barracuda Message Archiver, he realized it was possible to have all the city's email content fully indexed, backed up, and readily available allowing quick retrieval of any email stored in the institutions archive. Collingsworth explains, "Most of our users are really good about cleaning and maintaining their mail boxes. However, now with the Barracuda solution, our users love that they can delete emails from their inbox and still be able to access them simply by logging into the Barracuda Message Archiver."

*“By implementing the Barracuda Message Archiver, we are able to use an appliance that does all our archiving for us. We sit down with it, set it up, make it run, and forget about it. The Barracuda solution really just does its job.”*

**Mike Collingsworth**

MIS Director

City of Lebanon

### About Barracuda Message Archiver

The Barracuda Message Archiver is an email archiving solution that creates a complete, easily searchable archive of all email messages sent or received. It supports compliance with industry standards and retention requirements, as well as legal discovery requirements and liability management. Email infrastructure is optimized by minimizing the load on email servers. With the intuitive web interface and mobile apps, it's easy to configure settings and access archives from anywhere.

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Barracuda  
Message Archiver

The city needed to quickly implement a solution that organized and stored the constant influx of emails, which caused a strain on bandwidth. "When we installed the Barracuda Message Archiver, we began to stub our stored email and eventually stubbing 16GB off of our mail server alleviating a huge strain we didn't believe possible."

### **A Smooth and Simple Installation**

Collingsworth could not have asked for a smoother, easier installation. The Barracuda Message Archiver was completely plug-and-play. "By implementing the Barracuda Message Archiver, we are able to use an appliance that does all our archiving for us. We sit down with it, set it up, make it run, and forget about it. The Barracuda solution really just does its job."

Upon implementation, Collingsworth was also able to immediately set up the built-in policies. Located in the built-in policies, there is a pre-existing retention policy outlining the length of time the Barracuda Message Archiver will retain messages to comply with government regulations. All Collingsworth had to do was check a box, "It was just that simple."

### **Extraordinary Support**

Considering Collingsworth is held responsible for maintaining most of all appliances for the city, he understands how difficult it can be to find a reliable product with a great support team. With the Barracuda Message Archiver, Collingsworth was quick to highlight the tech support because it surpassed all of his usual expectations. "The level of tech support we get with all of our Barracuda products, particularly at the price we pay, is incredible. There is no other product I have software or hardware-wise where I get that."

Collingsworth continues, "I wish Microsoft's tech support was that good."

With any Barracuda Networks solution, the plug-and-play capabilities, phenomenal tech support, and ease of use are instrumental in helping to alleviate the hectic life of the local IT guy. And it did just that for Collingsworth. "When you find a company like Barracuda Networks that works as well for us as it does, is as maintenance free as it is, and reduces our time management, you would have to be crazy to not stick with it."

### **About Barracuda Networks**

Barracuda (NYSE: CUDA) simplifies IT with cloud-enabled solutions that empower customers to protect their networks, applications and data regardless of where they reside. These powerful, easy-to-use and affordable solutions are trusted by more than 150,000 organizations worldwide and are delivered in appliance, virtual appliance, cloud and hybrid deployments. Barracuda's customer-centric business model focuses on delivering high-value, subscription-based IT solutions that provide end-to-end network and data security. For additional information, please visit [barracuda.com](http://barracuda.com).

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