

WENTWORTH-DOUGLASS HOSPITAL

EMC SourceOne solutions transform eDiscovery—with immediate ROI



ESSENTIALS

Challenges

- Increasing volume of email that could be critical to legal cases
- Inability to quickly and easily search email archives during the eDiscovery process and place email under secure legal hold

Solutions

- EMC SourceOne Email Management for Microsoft Exchange
- EMC SourceOne Discovery Manager

Key benefits

- Rapid deployment and ease of use enabled legal department to begin eDiscovery within a week of purchase
- Robust search capabilities enabled fast and comprehensive eDiscovery to support legal activities and protect the hospital from legal exposure
- Hospital saved an estimated \$150,000 in time and productivity for eDiscovery associated with a single court case

BUSINESS OVERVIEW

Wentworth-Douglass Hospital is one of the largest acute care hospitals in the Seacoast region of New Hampshire and Southern Maine. In addition to its main, 135-bed facility located in Dover, New Hampshire, the hospital operates at least 12 other outpatient facilities and physician practices. A healthcare leader in the Seacoast since 1906, Wentworth-Douglass Hospital is accredited by the Joint Commission on Accreditation of Healthcare Organizations. Wentworth-Douglass Hospital is a not-for-profit charitable organization.

CHALLENGES

Wentworth-Douglass is typical of many large healthcare organizations that depend on email as a key communications medium. Because so much business is conducted through email, and actions are documented in email messages, email often becomes a critical factor in legal actions for which the hospital must build a credible case. Wentworth-Douglass had long depended on EMC® EmailXtender® to provide automatic archiving of email from Microsoft Exchange servers and had come to rely on the system's ability to deduplicate emails to minimize system storage. However, when recently preparing for a major court case, the hospital had an immediate need to find a more robust email management solution with search capabilities that would make eDiscovery fast and reliable. "Right away, our legal department needed to go into our email archives and start doing discovery, so we had to find a solution very quickly," said Scott Heffner, network operations manager for Wentworth-Douglass Hospital. "Both legal and our CIO mandated an immediate purchase of an eDiscovery tool that would be both easy to use and quick to implement."

EMC SOLUTION

For the solution, Wentworth-Douglass chose the successor to EmailXtender—EMC SourceOne™ Email Management for Microsoft Exchange, along with EMC SourceOne Discovery Manager. The EMC SourceOne solutions were an easy choice, based on the hospital's successful track record with EmailXtender and other EMC systems. EMC SourceOne Email Management provides a complete archiving platform for enforcing email recordkeeping policies and meeting the hospital's internal governance needs, and Discovery Manager enables discovery and secure legal hold of Wentworth-Douglass's archived email in response to legal and regulatory notices and corporate policy complaints.

RAPID AND EASY DEPLOYMENT

With assistance from EMC support, Wentworth-Douglass was able to be fully operational with EMC SourceOne Email Management in less than a week. EMC SourceOne Email Management runs in a Windows Server 2008 virtual machine environment and provides archiving and shortcutting for about 2,400 mailboxes throughout the hospital, with an average daily volume of 300,000 email messages. “EMC SourceOne Email Management was an extremely easy product to deploy. We really didn’t require any consulting beyond some phone support from EMC and we were able to develop training materials in a couple of hours,” said Heffner. “We literally started the install on a Monday and our legal team was using it for eDiscovery the following Monday.”

IMPROVED ACCESS FOR USERS

With the move to EMC SourceOne Email Management, all email messages older than 90 days are now shortcut to the archive. Once the message is archived, a shortcut or stub of the message still remains in the user’s mailbox, making it easy and transparent for the user to retrieve the message if necessary. With Discovery Manager, the system places any emails and their attachments that are in active discovery on a legal hold, which prevents them being purged by the system after the one-year expiration date.

Previously, in order to recover archived messages, users were required to log into an external website. “With the shortcutting, we get a double benefit: first, it’s easier and less time-consuming for our users, and second, the automatic shortcutting means we’ve been able to reduce the size of our mailboxes, which has greatly improved our mailbox server’s performance,” said Heffner.

Currently, all Wentworth-Douglass emails generated since January of 2010 are archived via EMC SourceOne Email Management, while older emails are still maintained in the EmailXtender archive since they will be purged after a year, per hospital policy. However, EMC SourceOne Email Management and Discovery Manager provide a single gateway for users to search for and access messages in either archive. “The fact that EMC SourceOne Email Management is compatible with EmailXtender is a big plus, because it meant we didn’t have to spend time migrating all of the older emails to the EMC SourceOne server—and the location of the emails is completely transparent to the user,” said Heffner.

FAST, EASY, AND THOROUGH EDISCOVERY

The new EMC SourceOne Email Management solution has delivered significant improvements in Wentworth-Douglass’s ability to comprehensively search for and retrieve email documentation for legal defense and litigation. In fact, for the single court case, EMC SourceOne Email Management and Discovery Manager saved Wentworth-Douglass an estimated \$150,000 in time saved through faster and more efficient eDiscovery—easily recouping the hospital’s initial investment in the technology. “Without Discovery Manager, we would have had to grant proxy access for every mailbox to each user, and then the attorneys would have had to go into each mailbox and search for the messages they needed,” said Heffner. “The return on investment was obvious and immediate.”

Both the hospital’s internal legal department and outside legal counsel were up and running very quickly with the system, which fulfilled a major requirement. Heffner commented that he was able to train three attorneys on Discovery Manager over the phone in under an hour. “Right away, they were able to start defining their search criteria, tagging emails, and then exporting them to PSTs. Discovery Manager enables our legal team to do eDiscovery in a very seamless manner, and they don’t have to be concerned about which archive their emails are stored in,” he said. “Our lawyers absolutely love the tool—and they do discovery for a living!”

ONGOING DEVELOPMENT

With the legal department's near-instant success using EMC SourceOne Email Management and Discovery Manager, it was not long before other business units in the hospital began to take notice. In the nine months that the system has been operational, the Wentworth-Douglass IT department has gotten several other departments up and running quickly doing eDiscovery to resolve employee disputes and other issues requiring email documentation. In one example, two department supervisors were able to tag and export more than 20,000 emails in just four hours. "The beautiful part about Discovery Manager is that it's so easy. Business managers can perform their own eDiscovery in a very short period of time without having to involve IT personnel, which saves us time and money as well," said Heffner.

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SCOTT HEFFNER
NETWORK OPERATIONS MANAGER AT WENTWORTH-DOUGLASS HOSPITAL

Moving forward, EMC SourceOne Email Management will play an important role as the hospital continues to implement a Microsoft SharePoint collaboration environment for all non-clinical areas—with plans to establish a patient portal with SharePoint on the backend. EMC SourceOne Email Management will provide step archiving of all emails generated through SharePoint interactions.

In addition to EMC SourceOne Email Management and EmailXtender, Wentworth-Douglass has had a long and successful relationship with EMC; in fact, EMC is the hospital's primary vendor for storage hardware and archiving solutions. When Wentworth-Douglass completes a project to migrate its PACS archives from IBM GMAS to EMC Centera® platforms, the hospital's storage environment will be based 100 percent on EMC solutions. "We look to do business with EMC wherever possible because all of its solutions are extremely reliable, and the support we receive is amazing. If we have any issue at all with any of our storage systems, EMC resolves it immediately and sends out replacement components if required," said Heffner. "You expect that level of support when you make a hardware purchase, but it's rare that you actually get it. EMC is a terrific partner for us."

SUMMARY

Together with Discovery Manager, EMC SourceOne Email Management for Microsoft Exchange has exceeded Wentworth-Douglass Hospital's expectations for a rapid solution to enable eDiscovery for an important court case—so much so that the solution is expanding quickly to other departments beyond legal. The hospital's success with EMC SourceOne Email Management only reinforces its relationship with EMC and its commitment to implementing other EMC archiving and storage solutions.

CONTACT US

To learn more about how EMC products, services, and solutions help solve your business and IT challenges, contact us at 800.607.9546 (outside the U.S.: +1.925.600.5802)—or visit us at www.EMC.com.

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