



## Healthy Dialog: How SCF Treats Email with the Highest Quality Care

When it comes to patient care, listening carefully and using every interaction to promote healthy outcomes has made Southcentral Foundation (SCF) a model for health care worldwide. This Alaska Native-owned foundation guarantees same day service for nearly 60,000 customers spread across Alaska, using phone and email to supplement, and even replace, low-level office visits. When they recently expanded services and tripled their staff, e-discovery requests ballooned. With each request requiring time-consuming searches of backup tapes, they turned to Atempo for archiving.

### About Southcentral Foundation

Southcentral Foundation (SCF) is an Alaska Native-owned, nonprofit health care organization located in Anchorage, Alaska that serves nearly 60,000 Alaska Native and American Indian people. Southcentral Foundation's mission is to work together with the Native Community to achieve wellness through health and related services. In its 27 years, SCF has grown from a single dental clinic to an internationally recognized, award-winning health care organization that employs more than 1,400 people and manages more than 60 health care programs and services.

### Key Solution Requirements

- Automatic archiving of all inbound and outbound email for compliance
- Rich, easy to use capabilities for conducting email investigations
- Deduplication of email body content and attachments to minimize storage
- Self-service archive access for users
- Ability to import existing PST files

### The Challenge: Under Strain from Email Growth as They Grow Services

As an organization built around being responsive to what their customers wanted, needed, and valued, SCF is constantly raising the bar for how they deliver health care. Staff is trained that every interaction—in person, via phone or email—should promote a healthy relationship.

At 180,000 emails a day, SCF provider teams use email to collaborate on patient care and to communicate directly with patients. Given the sensitive nature of these discussions, careful handling of emails is required: to ensure privacy, to comply with regulations like HIPAA, and to support their legal team with litigation cases.

As the foundation grew from 400 to 1,400 employees in just a few years, e-discovery requests also tripled. Tracking down relevant emails from backup tapes took 2-3 days, and the IT team was not always confident the results were complete. The growth also strained their email servers, and left the IT team looking for ways to contain the size of the Exchange database and its underlying storage.

### Story at a Glance

#### Challenges

- Reducing the time and cost of searching emails for e-discovery.
- Comply with HIPAA privacy and email regulation requirements.
- Containing email storage costs as the number of employees tripled.

#### Solution

- Atempo Digital Archive for Messaging for automatic archiving with fast, easy and thorough searches of email archives and built-in deduplication.

#### Results

- Turnaround time on e-discovery dropped from 3 days to 10 minutes.
- Better storage utilization eliminated need to regularly add expensive disks.
- All inbound and outbound emails archived for regulatory compliance.

*"In our year of archiving with ADAM, we have had nothing but good experiences—the product and support have both been outstanding. The fact that we're now able to retain all emails, while not having to expand our storage capacity in over a year, has exceeded our expectations."*

*-Jason Hamlett, ITS Systems Manager,  
Southcentral Foundation*

## The Solution: Atempo Digital Archive for Messaging

In 2009, Southcentral Foundation (SCF) selected Atempo Digital Archive for Messaging (ADAM) as its first email archiving solution. "After reviewing available products, we found that ADAM offered the best value for the broadest capabilities," said Jason Hamlett, ITS Systems Manager at SCF. Capabilities that were critical to Hamlett and his team included:

**Fast search by rich criteria.** When emails are archived, ADAM automatically indexes every word in the email body as well as attachments and ingests the right classification of metadata. SCF also needed rich search capabilities, both to support the legal team with e-discovery and to support HR for internal investigations. With ADAM, SCF staff can create complex searches like: "find any email related to these individuals, on this topic, during this time period" and get the results quickly and accurately.

**Deduplication.** On archive, ADAM scans attachments and email bodies and compares them to the archive's existing content so that duplicate content is not archived again. With expected deduplication ratios from 60%-90%, Hamlett predicted they could control their storage requirements for email.

**Self-service archive access.** ADAM offers an interface so users can search and retrieve their email archives themselves. This gives SCF employees access to their full history of emails, including ones deleted from the email server due to mailbox quotas.

**Import of PST files.** To get around quotas, SCF users had created dozens of PST files on their local machines. With ADAM, Hamlett's team could also import these PST files into their email archive, so that archive searches were more complete.

## The Result: All Emails Retained and Readily Available

With Atempo Digital Archive for Messaging, the IT, legal and management teams know that the full history of the foundation's emails will be where they need them, when they need them, with a more efficient storage strategy.

**Faster searches for e-discovery.** With ADAM, authorized staff members can quickly search the archive to prepare for litigation. Previously, an e-discovery project would take 2-3 days: an IT staff member would drive to off-site storage, mount a series of tapes, download files and search manually. Now, full sets of emails can be searched for and retrieved directly in a matter of minutes. "If we need to retrieve emails from an archive and it takes more than 15 minutes, it means we typed something wrong," noted Hamlett.

**Assuring regulatory compliance.** With ADAM, all inbound and outbound emails are automatically preserved in the archive. Consistent retention policies determine how long those messages are kept, allowing SCF to meet all legal requirements from HIPAA and other regulations.

**Storage efficiency for cost savings.** In the past, SCF struggled to control email storage volumes. Now, more than a year after deploying ADAM, they haven't added email storage capacity once. "Three years ago we were adding another NetApp disk almost every month. With ADAM, we have been able to maintain the status quo since the day it was installed," explained Hamlett.

**Coming soon: email stubbing.** Soon, the foundation expects to eliminate user mailbox quotas entirely. "No one likes email quotas. Once we turn on mailbox management in ADAM and get email stubbing, we'll be able to do away with quotas completely. That will make everyone across the foundation happy," said Hamlett.

*"Before the Atempo solution, the average litigation hold project could take an average of one to three days to find the data. With the Atempo email archiving solution we can have a report in less than five minutes."*

*-Jason Hamlett, ITS Systems Manager,  
Southcentral Foundation*



### About Atempo

Atempo enables organizations to preserve and protect digital information simply and effectively, across any infrastructure, on any platform, over long periods of time. Atempo's comprehensive archiving solutions deliver policy-based and workflow-driven management of rich media files, e-mail and other high-value digital assets to maximize the efficiency and performance of storage systems and reduce long-term storage costs. Atempo serves thousands of customers around the world through a sales and support network of over 200 resellers and partners.

[Learn more at www.atempo.com](http://www.atempo.com)