



The Federation of Small Businesses (FSB) are a long-term Cryoserver customer, who recently contacted Cryoserver to get the most they could from their archive.

FSB have an archive with mail dating back to the late 90s, and have used their re-engagement with Cryoserver as part of a broader look at the way their business uses email, making a 65% storage reduction. Ian Martin, Head of IT & Change, had this to say:

“ We’ve finished all the archiving now and the mail database is down to 270Gb, it started at over 800Gb ”

“ Our users find using Cryoserver easier than using Outlook for finding emails. It’s made it a lot easier, we’ve not imposed something on them to make their lives harder, but we’ve actually given them a tool to make it easier, we’ve only had positive comments. ”

Problem

The mail server became slow due to large storage requirements: The FSB were seeing their mailserver become crowded with information, unresponsive and difficult to manage. As fast as FSB put in measures to slow the swelling of their mail store they were overtaken. They knew they needed a long term solution.

Solution

“The big thing for us has been reduction in the size of the database, we started at about 800Gb and expect to get this down to about 250 Gb. That’s a success, as we upgrade Exchange we’ll recover that space. It’s a significant reduction, that’s for sure – very pleased with that!”

“We implemented over a period of time, first stubbing everything over 3, 2, 1, years and now our final period will be 3 months. People have been accessing stubbed attachments and we’ve had no issues.”

“Don’t forget those savings aren’t just once, as it stands we have multiple copies of the mail database, so those savings are multiplied when you include the Exchange DAG, backups and off site copies of backups etc.”



“ We’re able to promote that as a good news story, we can say: “that quota system that you hate, you’ll never see another email asking you to delete items” ”

“ Nobody has complained, no one has said they can’t use it, absolutely no one has contacted us to say they have problems accessing emails that have been stubbed or accessing emails older than our retention policy. ”

“ Everything’s been rock solid – I’ve not seen any problems with the devices themselves and heard nothing but good reports on support and general help in the project. ”

Problem

A need to place mailbox quotas on users:

As mail server stress increased the logical next step was to place mailbox limits on their users. This created tension between users and IT...

Solution

“The way we’ve been doing it so far is with quotas, and that’s fine but it irritates the hell out of users and generates traffic to us, because as users get close to their quota they message us and ask for their quota to be increased. We know that they ask then and a year down the line they’re asking again. Quotas will put a break on it but they don’t solve the issue. We’re able to do the opposite now, we’re using the stubbing module, we’re working back in time from the oldest attachments up to attachments from 2 or 3 months ago. We’re doing that on the drip so people get used to seeing their attachments as links rather than simple attachments. That alone brings down the size of the database to the point where we no longer need to impose mail box quotas.”

“In the past we’ve tried to manage growth of the database through retention policies and things like that and of course it’s painful. People don’t like retention policies and of course you go hard up to the limit and people start wanting more. Now with the stubbing process and retention policies the only real growth we’ll see will be growth in users, good from a future and a saving point of view.”

Problem

Large data stores causing limitations

The limitations of clunky data stores across the business can be numerous. The problem was easily resolved with Cryoserver...

Solution

“When we start to reduce the size of our mail stores on Exchange it makes it much easier to manage and it makes it a lot easier to do the migration to 2016 which gives us more benefits. By slimming down the database it brings benefits but it also allows us to do these other things.”

“Something we struggled with was the bandwidth between our primary datacentre and our backup datacentre, with those reductions we’ll also see improvements in that too. We’re reducing the need to spend money in the future on additional storage because we’ve got that much more life out of it. ”