

*"We have benefited from using ArchiveOne® Policy by increased productivity all around the company. Users are able to access their email without worry, and IT no longer has to spend time working with users and their offline archives and the problems that are inherent to them."*

John P. Petersen, Chief Information Officer at Heffernan Group

# Heffernan Group

If you've worked in sales, you know the quantity of information you have to save while working on a deal: email, price quotes, faxes, notes about conversations and PowerPoint presentations.

This is certainly true for Heffernan Group, a group of energetic, entrepreneurial insurance professionals that partner with clients to design and implement programs that maximize coverage and minimize cost.

"The culture in our company is about giving the tools to the sales force so they can concentrate on sales and not have to worry about software limitations," says John P. Petersen, Chief Information Officer at Heffernan Group. But with three separate networks, about 350 users, 60 servers (three of which are Exchange servers) across 17 locations nationwide, Heffernan soon had to issue quotas for mailbox size.

"Due to the volume of email that the sales force was sending and receiving, it was difficult for IT to maintain an efficient email server. Due to the limited storage capacity on the mail server we were forced to issue quotas for mailbox size," says Petersen.

"This ended up creating more work for IT since most users were not able to properly manage their archive settings. Problems we were having included archives that were getting too big to open, too many archives to be able to find necessary emails, users not being able to open their mailboxes because they were over their quota limit, taxation on the Exchange server resources, to name a few. This was a huge drain on productivity for the company from the sales side as well as IT due to the resources it was consuming. IT now had to help everyone manage their email."

Petersen heard about C2C's ArchiveOne from a member of the IT Directors Community of Practice in Silicon Valley. Once ArchiveOne Policy was up and running Heffernan Group has been able to keep the information store on the email server lean and efficient.

ArchiveOne Policy's rules-driven email control, retention and retrieval system enables capacity management of email in response to system requirements, enforces retention rules to reflect organizational needs and integrates with storage management for total archiving management.

"Currently we are archiving information that is over 30 days old or has an attachment over 500k in size. Then we are keeping the archived data for five years," says Petersen, who notes that the company is archiving everything. We have benefited from using ArchiveOne Policy by increased productivity all around the company. Users are able to access their email without worry, and IT no longer has to spend time working with users and their offline archives and the problems that are inherent to them."

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