

ELO Customer Reference

eawag aquatic research



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More time for research, teaching & consulting

High level of performance as a result of e-mail management



We have only just started the project and yet already ELO is exceeding our expectations.”

Dr. Gabriel Piepke,
Head of IT at Eawag

With **ELOenterprise**, EAWAG supports knowledge and research. E-mails and their contents which are important for research are now available to Eawag staff at the click of a button. In addition, the load on the MS Exchange server has been significantly reduced by ELO storage management and it now performs better.

The Federal Institute of Aquatic Science and Technology is a Swiss research institution with an international reputation. As an institution of the Swiss Federal Institutes of Technology, its work consists of research, teaching and consulting. On behalf of the Confederation, Eawag works continuously on concepts and technologies that promote the sustainable use of water resources. It campaigns for environmental, economic and social interests in water to be reconciled. Eawag performs an important bridging role here between research and practice. 450 employees work at the sites in Dübendorf (near Zurich) and Kastanienbaum (near Lucerne). In order to achieve its goals, Eawag works together with universities, other research institutions, public bodies, industry and NGOs.



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Storing valuable knowledge centrally

Shortcuts

Country: Switzerland
Industry: Scientific institute of the Swiss Federal Institutes of Technology

The company

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Challenge

E-mail management and archiving of business documents in the secretariats.
E-mail management of 500 mailboxes – link to the Active Directory.

Solution

Use of **ELOenterprise** Server and **ELO XC**. This enables direct access to archived e-mails via URLs stored in the Outlook folders (DocLinkServer integration) and search functionality via the Java IGW.

Benefits

E-mails and their contents which are relevant for research are now available to Eawag staff. The load on the MS Exchange server has been significantly reduced by **ELO** storage management and it now performs better.

Storing corporate knowledge

The no. 1 means of communication at Eawag is e-mail. The majority of data exchanged between researchers is exchanged electronically, all around the world. General agreements, research findings and information that is relevant to research are located on the mail servers. This is knowledge that is extremely important for Eawag. The way in which e-mails were dealt with before was no longer adequate for Eawag. As mailboxes cannot grow indefinitely on the server, staff had to archive important e-mails on their local hard disks, where they were not backed up. The decision to introduce a document management system (DMS) was intended therefore to store valuable knowledge centrally and, at the same time, reduce the load on the Exchange server.

Comprehensive and future-proof

After evaluating three providers, Eawag opted for **ELOenterprise** as the DMS solution. The institute was won over by the broad range of functions and the modern, modular design. In addition, **ELO** fits well into Eawag's system environment. The Head of IT Dr. Gabriel Piepke considers the expandability and stability of the system to be a particular advantage: "We wanted a comprehensive solution that was future-proof and would adapt to Eawag's requirements. A straightforward e-mail archiving solution would not have been sufficient for us."

Flexible archiving strategy

Server-based e-mail archiving was implemented in the first step. The e-mails to be archived are removed from the Exchange database via a MAPI interface as in a batch job that runs every evening. They are then transported to the archive and replaced by a placeholder with a link to the original in the mailbox.



The archive consists of a Windows server. The **ELO** Enterprise software and a SQL server database in which the metadata are stored run on this Windows server. The e-mails themselves are stored in the file system together with their attachments with the help of a cost-effective SATA disk array. All the archive data are thus available online. Besides the reduced load on the e-mail database, the advantage of this is central and fast indexed access to the content. The user rights are mapped to the Active Directory via the LDAP connection. Although the e-mail archiving is server-based, the employees themselves decide which e-mails are saved. For this, Eawag defined profiles together with the **ELO** business partner to determine which user mailboxes should be processed and the rules according to which archiving should take place. So for example, all e-mails are archived under the "personal archive" mailbox folder regardless of the age of the e-mail. Here too the employee accesses the original in the **ELO** archive via a link in the mailbox. This process is completely transparent for the user. Depending on requirements, one employee can belong to several profiles.

Searches at the click of a button

Users can access the archived documents and data using pre-defined search mechanisms. In Outlook, the search of the archive is executed using the placeholder e-mails, which contain the metadata "From:...", "To:..." and "Subject:...". Employees are also able to access the e-mails via the Internet gateway regardless of location and software. They can use this access to browse their e-mail archive directly and perform fulltext searches.

"The straightforward user interface is a particularly positive point; no additional client software has to be installed."

"The system offers a high level of functionality and is very stable and robust. And the system administration is straightforward and transparent."

Dr. Gabriel Piepke,
Head of IT at Eawag



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Optimizing performance

“The support provided by the ELO business partner is very comprehensive; we are benefitting here from a great deal of existing know-how.”

“The employees can no longer imagine working without ELO.”

Dr. Gabriel Piepke,
Head of IT at Eawag

Outlook

Eawag has set up a test and a live environment on separate hardware. Project documents and the documents of the finance and accounting departments are to be managed on the basis of ELO in the next step. There are also plans to manage research reports in ELO in a project-based way in the near future, as well as EU projects.

Safeguarding and protecting

Although ELO provides audit-compliant archiving, this is exceptionally of no relevance at Eawag; as a scientific institute, Eawag is not subject to the requirements for legally-complaint e-mail archiving.

Valuable knowledge for the present and the future

With the use of *ELOenterprise*, the knowledge that Eawag has acquired is now backed up securely. If scientists leave Eawag, they have the option of taking their archived e-mails with them in the form of stand-alone archives. Whole folders or filing cabinets can be exported at the press of a button for this purpose. They can then be burned onto CD with any CDR writer for distribution. The advantage is that a special ELO viewer is stored at the same time, so that these folders can be viewed directly on any PC - even if the user is not using ELO.

Acceptance and benefits

Because of the seamless integration into the existing e-mail environment and the powerful search options, the project is very well accepted by the employees. The load on the MS Exchange Server system is permanently reduced by ELO. It is apparent that the storage of archive data online on cost-effective SATA storage systems provides excellent performance.