

# NorthSeas

## GAL E/N



### Macdonald Hotels

United Kingdom



***"We had growing compliance concerns - were we going to be able to get back those e-mails if we really had to produce them?..."***

***...Now NorthSeas gives us the confidence to know we can."***

Macdonald Hotels is a collection of over 60 properties in locations right across the UK, from former coaching inns and elegant manor houses set in extensive grounds, to modern contemporary hotels in bustling city centre locations.

For Macdonald Hotels, e-mail has become the lifeblood of the company. For the 1500 users of this prestigious national hotel chain - from chefs to receptionists - e-mail has become the communication medium of choice for both internal and external correspondence. With the messaging environment within the hotel chain expanding rapidly, the company realized the need for a better way to retain and manage e-mail messages.

The primary driver prompting the company's decision to implement an e-mail archiving solution were compliance related. Macdonald Hotels recognized that with the growing use of e-mail, messages are increasingly being used as legal evidence and subject to legislative and regulatory control. With no message archiving system in place, the hotel chain realized that there was no way to ensure future access to e-mail messages.

To solve its e-mail problem, Macdonald Hotels turned to the NorthSeas Gal E/N, a 1U e-mail archiving appliance. Installed in just minutes at the corporate headquarters, it automatically archives all internal and external e-mail throughout the hotel chain. E-mails are kept in a highly-scalable, central corporate message store that provides better storage management and reduces e-mail recovery time.

Macdonlad Hotel employees send a receive e-mails as before, but now they have the freedom to easily retrieve any message by themselves almost instantly regardless of its age. Since the NorthSeas solution implementation, there have been many instances where the NorthSeas Gal E/N proved an invaluable tool for the hotel chain. For example, a user within the chain had synchronized a PDA device with their e-mail and had accidentally selected overwrite their mailbox. With NorthSeas, the e-mail messages were directly replayed (re-delivered) back to the user's mailbox - saving the hotel chain time and money.

**www.macdonaldhotels.co.uk**