EMAIL INTEGRITY – IT'S VITAL

Case Study # 5: Mail Archive helped protect six-figure claim for pharmaceutical giant

Legal issues in business often hinge upon sensitive archived emails – correspondence which needs to be secure and tamper-proof if it's to carry later weight. So Forget About IT has come up with the ideal solution... The Mail Archive module.

For any organisation the stature of Nordic Pharma UK – a marketing, sales, drug development, manufacturing, regulatory and clinical trial affiliate of the Scandinavian Nordic Group – the capability quickly and securely to store, track and retrieve emails is vital.

Acknowledging the primacy of business email integrity, the company has augmented its existing Forget About IT mail server with the Mail Archive module. "We occasionally need to demonstrate a correspondence trail," notes General Manager Charlotte Phelps. "Forget About IT introduced a system that could track all emails sent to the company, irrespective of what we did with the mail after it had hit our inbox."

Designed to work as an add-on to a Forget About IT server or as a standalone with other suppliers' equipment, the Mail Archive module copies and saves every email in transit to a user-defined dated folder. Since only authorised personnel have access to these emails, the repository allows comprehensive audit trails and 'eyes only' security.

Nordic Pharma UK has clearly found the Mail Archive module invaluable; capable of following correspondence which, while unimportant to daily operations, can prove to be significant years after its exchange. Despite it's undoubted capabilities, however, the solution is seamless – and exceptionally cost-effective.

"On a day-to-day basis, I don't even see it," says Charlotte. "Yet so far MAIL TRACKER has enabled us to protect a six-figure claim. For around £25 per month, I'd say that's excellent value. And Forget About IT implements without disturbing my business – that's what makes them so good. Nordic has had a very reliable service since 2002. We're grateful for Forget About IT's support."

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