

Pasco School District

Handling public records requests quickly and cost-effectively with cloud-based email archiving



SNAPSHOT



Industry: Education

Focus: Email archiving

Solution: DataCove

Benefits

- Cuts costs by eliminating expense of supporting an on-premises solution
- Peace of mind that the solution will always work, without having to worry about expiring hardware
- Saves time for IT staff by simplifying archiving process and solution

Overview

As a public body, it is essential for Pasco School District to be able to respond to public records requests quickly and accurately; and for many years, the District has comfortably met this requirement thanks to its DataCove on-premises email archiving solution from Tangent. Building on this success, Pasco School District decided to transition to DataCove on the cloud, eliminating the cost and hassle of supporting an on-premises solution and keeping equipment up-to-date.

About Pasco School District

Pasco School District serves more than 17,000 students and employs over 2,200 staff in the City of Pasco, Washington and Franklin County. Celebrating diversity, academics and innovation, the District leads the region in Science, Technology, Engineering, and Math focused schools.

Keeping up-to-date

Washington State law demands that all state and local agencies keep records of any writing relating to their public activity, and be ready to quickly share those documents with anyone who makes a public records request. Failing to keep complete and accurate records, or failing to share them within the allotted time frame, can lead to considerable legal penalties.

Today, emails are by far the most prolific form of written communication, so to meet the requirements of Public Records Act, a good email archiving system is essential.

For many years, Pasco School District has trivialized this challenge with its DataCove email archiver from Tangent, deployed as an on-premises solution. With DataCove, the District has been able to archive all its incoming, outgoing, and internal emails, and rapidly search through them thanks to sophisticated indexing – making it quick and easy to respond to public records requests.

However, equipment does not last forever, and as time progressed the District eventually found that the hardware was beginning to expire.

Glenn Whitcomb, IT Operations Manager at Pasco School District, explains: “We were using DataCove on-premises with great success, but the challenge was keeping the equipment updated over the years.”

Aiming to avoid the cost and complexity of replacing the hardware, the District looked for a way to circumvent the issue entirely.

“I’ve worked with Tangent in multiple districts – they’ve always offered excellent service and they’ve gone above and beyond in many instances.”

— Glenn Whitcomb, IT Operations Manager,
Pasco School District

Archiving in the cloud

“We briefly considered looking for an alternative archiving solution from another provider,” continues Glenn Whitcomb. “But we were pleased with DataCove, and keen to stick with it if at all possible. That was when Tangent explained that we could run DataCove on the cloud.”

Transitioning to a cloud-based version of DataCove would completely eliminate the issue of expiring equipment, since the solution would be maintained and kept up-to-date by Tangent itself.

“In our experience, Tangent’s support and service has been unparalleled,” adds Glenn Whitcomb. “I’ve worked with Tangent in multiple districts; they’ve always offered excellent service and they’ve gone above and beyond in many instances – for example, in Kahlotus School District, when our onsite staff were struggling with a virtualization solution, Tangent walked them through multiple fixes even after the warranty period had ended.

“Tangent’s track record, combined with the familiarity and pricing of the solution, made DataCove on cloud exceptionally compelling – and we didn’t hesitate to accept the proposal.”

With Tangent’s help, Pasco School District completed the transition to cloud-based DataCove without a hitch and with minimal disruption to the organization’s ongoing operations, easily meeting all deadlines.

“We didn’t expect anything less,” comments Glenn Whitcomb. “Tangent’s support is excellent, professional, and willing to go that extra mile.”

Peace of mind

Since transitioning to the cloud, Pasco School District is resting easy in the knowledge that it can respond to any public records request without having to worry about keeping its archiver updated.

“The biggest benefit is peace of mind,” says Glenn Whitcomb. “We know the solution works well and the support is there when we need it. What’s more, going cloud-based has helped us to significantly cut our expenses.”

Since the District no longer has to devote resources to maintaining the on-premises solution, it is making considerable savings, and IT staff are free to focus on more valuable activities. Additionally, there is no longer any risk that an on-site system outage will prevent the District from responding to a records request, since all its data is archived on the cloud.

“DataCove has always worked well,” remarks Glenn Whitcomb, “and since we’ve gone cloud-based it has only gotten better. It’s simpler to

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manage and easier to utilize; our legal department uses it frequently when handling public records requests, and they’re finding it exceptionally straightforward. Citizens are seeing benefits too – we’re able to share email records even more quickly than before.”

Glenn Whitcomb concludes: “Working with Tangent is always a positive experience. We’re delighted that we’ve been able to continue using DataCove, and we couldn’t be more pleased with the solution.”

About Tangent

Tangent is a Gold certified 27-year Microsoft Partner specializing in technical product consulting and cloud-based professional services. Easy to install, use, and manage, Tangent offers the DataCove email archiving solution to help you meet all of your internal, regulatory and compliance needs. For more information, please visit tangent.com/datacove-email-archiving/ or contact 1sales1@tangent.com.



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