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Archive • Comply • Discover



Industry

Major League Baseball

Location

Los Angeles, California

Challenges

Outdated backup system and time-consuming process to retrieve lost or deleted emails

Solutions

LiveOffice Discovery Archive
LiveOffice Email Continuity
LiveOffice Personal Archive
LiveOffice Personal Archive for BlackBerry

Results

Seamless new archiving solution that protects against disaster, ensures business continuity and vastly improves data retrieval process

Former Solution

Tape Backup

Other Solutions Evaluated

On-premise Archiving Solutions
Other SaaS Vendors

Los Angeles Dodgers Hit a Grand Slam with LiveOffice Archiving Solutions

With a rich history that spans more than 50 years, the Los Angeles Dodgers are a centerpiece of local culture. Arriving in Los Angeles in time for the 1958 season, the Dodgers have since seen nine National League pennants and five World Series titles. Many Major League Baseball greats, including Hall of Famers Don Drysdale, Sandy Koufax and Don Sutton, have donned Dodger blue and made history on the diamond atop its perch near Elysian Park.

But running a Major League Baseball franchise involves a much larger team than the players themselves. There are hundreds of people behind the scenes, including a small group of IT professionals that ensures the team's technology and communications mechanisms are running smoothly.

Smooth Operations Require Reliable Backup

Supporting 300 users spread across four different offices throughout the U.S. and Asia as well as a scouting community throughout the world is no easy feat. Success or failure has a lot to do with the systems and staff an organization has in place. Ralph Esquibel, director of technology for the Los Angeles Dodgers, understands this well. While he had a strong team in place, his backup system needed an upgrade to meet vital business continuity and disaster recovery needs.

“We are in the middle of an earthquake zone and work in a 50-year-old building,” said Esquibel. “Having a disaster recovery and business continuity solution in place is essential.”

Choosing Software-as-a-Service

Although software-as-a-service (SaaS) and cloud computing are continuing to grow by leaps and bounds, many companies initially have concerns when considering this latest innovation in technology. Most commonly, decision makers think they must relinquish control of their data, but that is not the case. Organizations maintain complete control over their data while offloading the time-consuming management burden of traditional hardware and software to experts in the field. SaaS and cloud-based services allow IT departments to focus their resources on important business initiatives instead of on the systems required to operate from day to day. A pioneer in this space, LiveOffice has been offering hosted services for more than 12 years—long before they were termed SaaS or cloud.

“I was a little bit hesitant at first to outsource any type of computing,” recalls Esquibel, “but I quickly learned that it is a definite value-add. We have a very small IT team, and outsourcing has worked out well for us. It's very easy to use and saves us a lot of time.”

Stepping into the Cloud

Hosted email archiving is a great way for companies to get acclimated to SaaS and cloud computing. While there are many benefits to moving email and other collaboration tools into the cloud, archiving allows organizations to get comfortable with the technology before transitioning other vital communications mechanisms there. When they are ready to make the switch with their email, the transition is seamless. LiveOffice supports all of the leading email platforms, including on-premise and cloud-based applications. Clients also have the added freedom of switching their email provider anytime without affecting their archive, since it is online and completely portable.

“Backup and restores of email are instant now. I can just logon to the site and restore an email someone may have inadvertently deleted—it just takes seconds—before it took 30 minutes.”

Ralph Esquibel
Director of Technology



For More Information

Contact our email experts and learn how we can help you meet your archiving, compliance and discovery goals.

Simplifying Mailbox Management

LiveOffice email archiving also helps simplify mailbox management with unlimited mailboxes and unlimited retention periods. IT departments like Esquibel's no longer have to worry about mailbox quotas or local PST files, since everything is easily accessible in the archive.

Like many organizations, Esquibel wanted to do archiving first. Then he will review PST/OST sizes and consider moving email and collaboration tools to the cloud. "For now, LiveOffice archiving is a great tool for business continuity and disaster recovery."

Migrating Data to LiveOffice

Esquibel had to migrate approximately 5 TB of legacy data to the Los Angeles Dodgers' new LiveOffice archive. While copying the data takes some time, Esquibel notes that "indexing and searching is very fast and seamless once it has been ingested."

Multiple Skills to Consider

Esquibel evaluated a number of vendors to support his archiving needs. Although he considered leveraging local appliances, he ultimately decided there was "no benefit to having it [the archive] locally."

"Functionality, ease of use and ease of administration were top considerations," said Esquibel. "Overall recommendations within the industry were very important as well. Finding a vendor that is very local to the Dodgers was also a contributing factor."

LiveOffice Earns Top Draft Pick

Esquibel first learned of LiveOffice in Gartner, Inc.'s *Outsourcing Email Archiving: 2Q09 Update* report, where LiveOffice is highlighted as the leading hosted email archiving vendor for the second consecutive year, with 36 percent market share and in-depth experience in the field.

But there was much more to determining his top pick. "The tool itself was key," said Esquibel. "LiveOffice had better administration, faster and easier setup, and seamless integration [with on-premise email system, Exchange 2007]. There was a small learning curve, and it was a very simple product to deploy. We were up and running in two weeks."

"I really appreciated the hands-on assistance I received from the LiveOffice sales staff and senior management," Esquibel continued. "We haven't had any downtime experiences since adding LiveOffice archiving, but I know we are protected if we do."

Improving Day-to-Day Work

Esquibel and his team are seeing significant improvements in their day-to-day work. "Backup and restores of email are instant now," said Esquibel. "I can just logon to the site and restore an email someone may have inadvertently deleted—it just takes seconds—before it took 30 minutes."

Secondly, the reliable backup is also helping his team rest easier. "The peace of mind is huge," said Esquibel. "Having an external snapshot of our email environment helps us sleep very well at night."

Although it's too early to quantify the cost savings, Esquibel definitely sees the value of LiveOffice and cloud-based archiving. When asked if he'd recommend LiveOffice, he replied, "Absolutely!"

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