CASE STUDY

How Stellar Converter for OST Software Helped Southend-on-Sea Borough Council

Southend-on-Sea Borough Council is the local governing authority of South-on-Sea (Southend) town in Essex, England. The organization has around 4000 employees and it uses Microsoft Outlook 2016 for email communication.

The Council was planning to archive all its structured and unstructureddataincludingemails,videos,images,socialmedia messages & IMs, and webpages etc. The Enterprise Information Archiving (EIA) software, used for this purpose, would allow discovery of original data with context while meeting security compliance.

However, the organization came across an unexpected challenge in this data archival project; a tenured employee had left the organization and his mailbox got deleted from Exchange Server, without any back up action. This employee had been in the organization for more than 10 years and had a sizable 50 GB mailbox data associated with Outlook 2016.

About 35 GB of this data was available in the form of archived/backed up Outlook data file (PST), which was readily imported in the EIA for archival. However, rest of the 15 GB mailbox data didn?t have any local backup; this data had remained unarchived while the mailbox was in active use and later on it missed the backup action before getting deleted from Exchange Server.

Having been associated with the Finance & Resources department, the user?s mailbox contained critical emails, attachments, notes, and contacts, which must be retrieved. But this data was ?locked out? in Offline Outlook Data File or OST which was inaccessible in the absence of Exchange account. There was no solution in sight to retrieve this business-critical data which now seemed permanently lost.

Business Need

Following were the key business needs:

- Extract mailbox data from OST file to allow archival in original, intact form.
- Reinstate mailbox data access with spending the least efforts and time.

southend onsea BOROUGH COUNCIL

This is a very handy and easy to use software that I would recommend to anyone

Client:

Client

Southend-on-Sea Borough Council, Essex, England

Business Need

- Recover mailbox data from inaccessible OST
- Maintain data integrity & retrieve data quickly

Solution

Stellar Converter for OST

Benefits

- Retrieval of mailbox data with 100% integrity
- Quick recovery of all mail items in 2 hours
- Minimal human

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efforts and monitoring

Solution

The IT administrator at the council had already tried out a few software to retrieve mailbox data from OST file. But with every software he had faced a limitation such as loss of mailbox data integrity after extraction, incomplete retrieval of data, low speed of data extraction, etc.

Later on, he came across a prominent review of Stellar Converter for OST software and thus decided to give it a try. However, before downloading the trial, this time, he reached out to the technical support team for the software and sought affirmation as to whether the tool will extract data from inaccessible OST file.

After getting assurance on software efficacy and further studying the software benchmark report for Stellar OST converter tool, he decided to download its trial.

Stellar Converter for OST scanned the inaccessible OST file and displayed approx. 82000 recoverable items in the mailbox Preview pane. After careful verification of mailbox data through the Preview window, the administrator activated the software to allow saving mailbox data.

The software took about 2 hours to convert the OST file into PST, and extracted about 17.3 GB mailbox data in PST format. Verification of the extracted data confirmed its completeness and integrity? the software had extracted complete mailbox data from the OST file, with 100% integrity. Further, it had extracted the mailbox information in the least possible time, taking roughly 8 minutes to extract per GB data from the OST file.

After regaining access to all the emails and other critical mailbox information, the organization was able to reinstate the information archival project.

Key Benefits

The client organization regained access of business-critical mailbox data which would have otherwise permanently lost. All the emails, attachments and other components had been recovered in their original form, which was crucial for intended archival of the information.

Stellar Converter for OST extracted the data in a matter of hours and took negligible administrative efforts. This was another key benefit considering the importance of information archival project and the mailbox data itself. Overall, the software met the client?s business needs with high precision, efficiency and reliability.

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