Redefining Exchange management norms at Epworth HealthCare

Epworth HealthCare is a renowned name in the field of medicine and surgery in Victoria, Australia. It is one of the largest private hospital groups in the region with a cumulative bed count of 1,200 spread across multiple locations in the state. Established in 1920, Epworth HealthCare and has been o ering extensive services in public health at a ordable prices. The Epworth community has over 4,000 salaried sta whose contributions have helped them successfully achieve and maintain not-for-pro t status.

The Exchange environment at Epworth.

Through a brief conversation with Tom Siomopoulos, the IS (infrastructure specialist) at Epworth HealthCare, we were able to visualize their Exchange environment. It has about 5 Exchange servers with about 7,000 unique mailboxes. All of the servers are centrally located at the respective facilities. All mailboxes have local addresses. However, they can be accessed by authorized users from other campuses, as well. The campuses are networked, but managed locally. As far as Office 365 integration is concerned, Epworth works in an on-premise environment.

The business challenge.

What Epworth faced wasn't exactly a challenge, but an inconvenience. Hospital operations at Epworth have been normed to restrict consumption of any additional server space. The IS department operates on a simple philosophy: Make judicious utilization of space and avert alarms. To achieve this, Epworth needed to trim mailboxes quite often. If users failed to do so regularly, it became a task for the admins—only this time, a harder one, a bigger one ManageEngine started taking care of it..

Sadly, this task has become a regular activity for many people in the IT management profession. Admins had settled to performing this thankless task as though it were a fundamental part of their job description until ManageEngine started taking care of it..

What did they need?

Epworth needed a tool to nd users who consume the most mailbox space. Apart from space monitoring, the IT team needed a tool to track details such as last logon, mailbox movement, and email trac. Epworth had recently upgraded its environment to Exchange 2013, and admins did not nd any native Microsoft tools to report these details. That's when they started looking for an apt third-party solution provider.

Epworth had already been successfully using ADManager Plus for performing administrative tasks in Active Directory. ADManager Plus o ers a package of features segregated into various task modules, which helped Epworth organize key AD tasks. Exchange Reporter Plus shares the same product line as ADManager Plus and offers in-depth reporting, auditing and monitoring of vital Exchange activities.

When the team came across the features of Exchange Reporter Plus, they were happy to sign up for a 60-day evaluation "We were already using ManageEngine's AD Manager product and found that it was great. We were then informed of Exchange Reporter Plus, looked at it, and decided that it suited our needs," said Siomopoulos. Beyond catering to Exchange reporting, Epworth HealthCare realized that Exchange Reporter Plus also

offered elaborate options for monitoring Exchange components.

A fair deal.

Siomopoulos had also considered WhatsUp Gold from Ipswitch as a prospective solution. Despite the rich interface, WhatsUp Gold failed to match Exchange Reporter Plus in terms of features, especially the ones relating to Exchange Monitoring. When Epworth took a good look at the quotes, the numbers sealed the deal for ManageEngine. Exchange Reporter Plus' base offer was almost six times less than that of WhatsUp Gold.

The extra mile that counts.

Price and product features weren't the only attributes that drove ManageEngine ahead, though. It's the prompt and consistent assistance of the support team that makes a user stick around. Installation of the

product build, con guration with the Exchange environment, and a test run are some of the critical areas that can require elaborate sessions with support engineers, and ManageEngine is one team that leaves no scope for complaints in this department. This led to a very easy implementation and deployment of Exchange Reporter Plus in the Epworth network.

When asked how the solution helped him, Siomopoulos happily replied, "Your product had all the answers." Exchange Reporter Plus was a welcome addition to the IS department at Epworth HealthCare, without a ecting the dynamics of their IT environment. Post deployment, Tom noticed no big changes in the IT structure, and yet was able to monitor Exchange activities.

About Exchange Reporter Plus

ManageEngine Exchange Reporter Plus is a web-based analysis, monitoring and change auditing tool for Exchange Servers, Exchange Online and Skype for Business. It features over 300 unique reports on various Exchange entities such as mailboxes, public folders, Outlook Web Access and ActiveSync. Generate reports and export them to a destination folder and schedule reports to be emailed at specified times in several file formats, including CSV, PDF, XLS and HTML. Configure alerts in Exchange Reporter Plus for instant notifications on critical changes that require attention.

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