INSTANT CASE STUDY

Corporate IM Search and Discovery with Lync 2010

integrys

Integrys Energy Group is a regional leader with nearly 5,000 employees across the Midwest and beyond, who is committed to fulfilling their vision of "People Creating a Premier and Growing Energy Company". At Integrys they come together as one company that lives out its common commitment to provide customers with the best value in energy and related services.
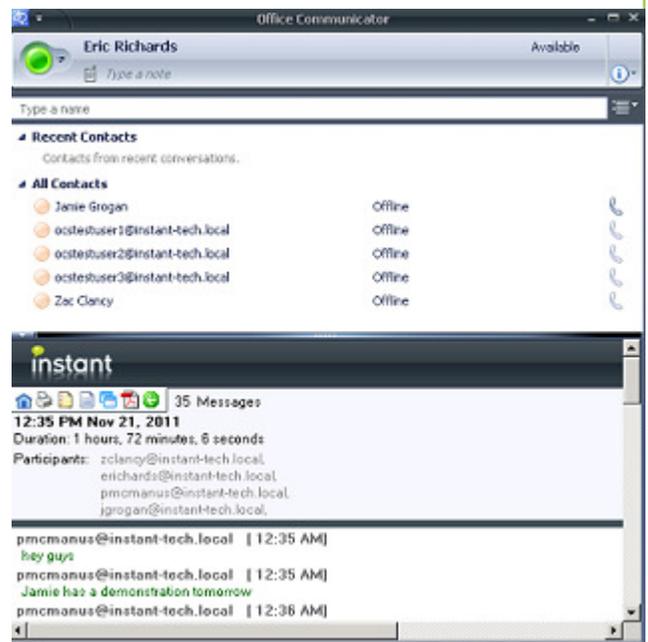
At Integrys, Microsoft Unified Communications is heavily integrated into everyday work lives from trading natural gas and electricity to scheduling board meetings. One of the requirements for implementing an instant messaging solution was to be able to perform discoveries on past instant messaging. Natively, Microsoft did not provide a viable option for viewing archived messages. Instant Archive Viewer not only provides a fully functional solution, but it does so in a way that was easy enough to deploy without any training to the HR department. Other departments were able to pick it up and use it out of the box. Integrys also does a large amount of trading of commodities over AOL Instant Messenger with external parties. These conversations occasionally need to be reviewed for information about a specific deal that was being brokered. Archive Viewer provided the traders with the ability to go back and view past conversations.

The Solution: Instant Archive Viewer for Microsoft OCS/Lync 2010

"We have used Archive Viewer since we first began using Microsoft's unified communications solution in 2006," says Alan Weber, Senior Server Analyst at Integrys. "With the huge role that Lync plays in our business, it was absolutely necessary that we have a reliable archive viewing solution. We have been able to do IM discoveries quickly, easily, and discretely whenever we need to."

Instant Archive Viewer from Instant Technologies provides role-based archive search and discovery for Microsoft OCS.

♦ Direct departmental access to archived IM's—both internal and external

♦ Ease of use from installation through setup and discovery for any type of user

♦ Information that would otherwise be locked in OCS Archives instead becomes usable (and valuable) business assets
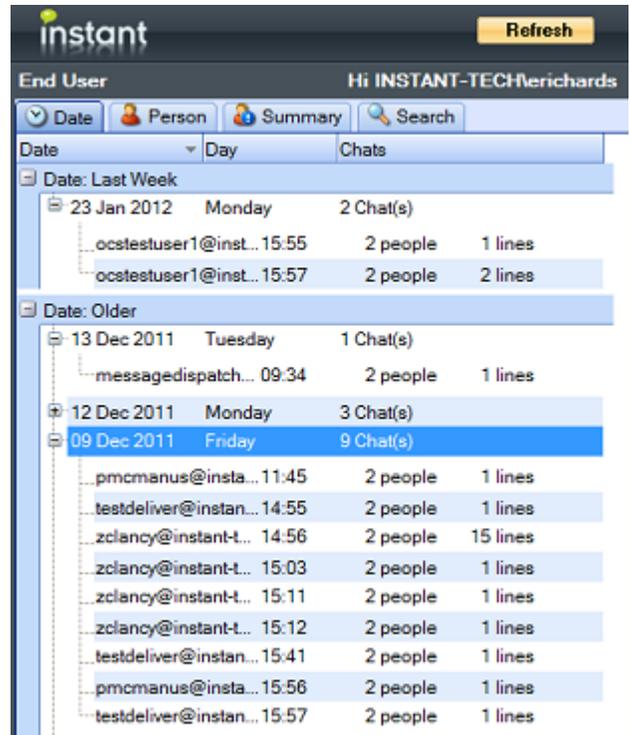
Easy to Integrate

Instant Archive Viewer successfully balances a comprehensive feature set with an intuitive interface that requires little or no training for administrators, managers, or end users.

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Workflow Improvements

"By granting access to certain members of our HR department, we have provided the ability for them to do their job whenever they need to without needing to contact members of IT to provide queries into the database infrastructure, which is the only other way to retrieve instant messages, says Mr. Weber. "This has saved them valuable time, and prevented our IT department from getting involved in IM discoveries."

Final Thoughts

"The sales and technical support people I have worked with have been great. Instant Technologies is very responsive and helpful, every step of the way. We're up and running, and everything is going smoothly," concludes Mr Weber. "I am very happy with this product and the company in general and will continue to use this product for any future upgrades we do."