AppAnalyzer
Makes Messaging
Analysis Easy for
the City of Edmonton

Ensuring a consistent flow of internal and external communication is essential for governments. Keeping its citizens informed on how government works and what it delivers is the essence of any municipal government's mission.

For the City of Edmonton, good communication includes maintaining an e-mail system that operates 24X7. To achieve this goal and qualify its return on investment (ROI), the city uses Sirana's award-winning AppAnalyzer. This product not only ensures reliable electronic communications, but also enables users to conduct infrastructure planning and system maintenance.

Customer Profile

Industry
Edmonton is the capital city of the Province of Alberta and one of North America's most heavily populated cities. Its municipal government is the city's second largest employer and encompasses the Office of the Mayor and Council, as well as seven critical departments including Emergency Services and Planning and Development.

Business Situation
In addition to requiring a proven and efficient tool to deliver comprehensive Exchange analytics, such as traffic analysis, delivery times and storage use reports, the City of Edmonton also needed message content notification. Those features are essential for optimizing performance and managing a secure environment.

Solution

Business Scenario
Branch managers required that the IT department produce monthly reports to communicate Exchange performance measures, growth indicators and usage.

Benefits
Provides infrastructure maintenance and improvement planning to ensure a secure and solid communications flow and monitoring of Exchange performance and usage.

Product
Sirana's AppAnalyzer for Exchange

SIRANA
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Quickly Pinpoint, Immediately Resolve

The City of Edmonton manages e-mail services for 5,000 users, 2,000 public folders and hundreds of distribution lists. "Our average e-mail traffic is currently 22,000 messages per day," said Cathy Partridge, a systems analyst for the city. "As a government agency and public service, we not only need to ensure that every one of these messages is sent and received, but we also need confirmation that communications are routed properly."

Gaining Immediate Results

"AppAnalyzer grabbed our interest from the moment we launched it," Partridge said. "We needed an e-mail reporting tool that was reliable and wouldn't require a lot of time and effort to deploy and generate basic e-mail reporting. I knew that the flexibility of this product would give us a lot of benefits."

Today, the city uses AppAnalyzer to publish several standard e-mail performance reports on a monthly basis for its managers. The reports include daily average traffic, mailbox size, public folder and distribution list, as well as e-mails sent and received by department and Internet domain.

Partridge said the reports, which were easy to set up, have added value to the branch. "Most of the monthly reports we produce are a sub segment of AppAnalyzer's 90 predefined reports," Partridge said. "To create our reports, I looked at the prototype reports that came with the software, made a few changes and the report was done—it took me approximately 10 to 15 minutes per report."

Planning for Infrastructure Maintenance and Improvements

"Recently, we used the standard AppAnalyzer Chargeback report to help us plan for an infrastructure project," Partridge said. "As this report summarizes message use and mailbox growth trends by department, we were able to identify a department that matched the exact criteria

we needed to conduct a successful maintenance update."

In this case, Partridge needed to move mailboxes between servers to ensure better load balancing of e-mail traffic. In order to achieve the desired result, she needed to identify a department that had just the right number of users with low traffic, but high storage requirements. AppAnalyzer allowed her to pinpoint such a department and successfully complete her task without disrupting the flow of the city's e-mail communications.

"Currently, the City of Edmonton has over 400 distribution lists and managing them requires a significant amount of time and effort," Partridge said. "With AppAnalyzer, I can look at one report and understand what lists are being used, when, how and by whom…I can use this information to make informed decisions about deleting or consolidating lists."

Secure, Solid Communications Flow

The Messages Sent and Received by Internet Domain report has also proven helpful for the city. For example, the city was able to track an e-mail that was sent separately to two employees from an external address. Initially, officials thought that e-mail was being delivered incorrectly.

"It appeared that an employee was responding to an e-mail that was not sent to them. By reviewing the message sent and received by Internet domain report, we were able to verify that the e-mail in question was sent to both employees individually. This report verified our system was secure and processing incoming e-mail correctly," Partridge said.

Total System Solutions

For the City of Edmonton, AppAnalyzer provides verification that their electronic communication is a reliable, efficient and accurate system. The product gives them a quick snapshot of where their e-mail system is today, and where it likely will be tomorrow.