

The Lackawanna County Library System has long been an integral part of education in Northeastern Pennsylvania serving over 60,000 card members. With over 400,000

books, magazines, CDs, and DVDs, the Library System also hosts world-renowned authors and provides discounted admission to dozens of arts and cultural events throughout the community. LCLS is comprised of 11 member libraries located throughout Lackawanna County as well as a Bookmobile which travels to various locations, bringing the joys of reading directly to residents.

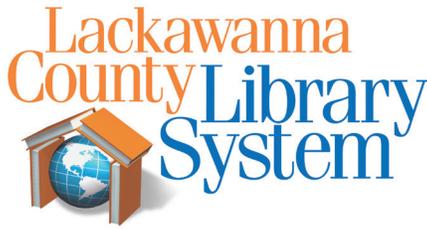
THE PROBLEM: EMAIL ADMINISTRATION

As is often the case with non-profit organizations, budget constraints and limited internal IT staff caused both inefficiencies and stress for LCLS. They also limited any technological advancements the organization was able to make. LCLS was having issues with viruses and spam which were slowing down email performance, resulting in the Library being unable to focus on more important strategic initiatives. They were also causing security risks as the updates offered by newer versions of software weren't available on the Library's system.

THE SOLUTION: SITE2'S HOSTED MICROSOFT EXCHANGE EMAIL PLATFORM

Site2's Hosted Microsoft Exchange Email Platform was an efficient, cost-saving solution for what could have turned into a very complex problem for LCLS. They first considered performing system upgrades internally, but ran into the problem of significant staff training costs including a one-time capital expense for the upgrade. They then considered a low cost option like POP3. While the price tag was attractive, the lack of synchronization across devices (i.e. smartphone to tablet to desktop) seemed cumbersome. After completing an ROI analysis, LCLS was confident that Site2's solution would save both time and money.

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"I'm very happy. What Site2 has given us are easy-to-use, effective solutions for doing business."

- Brian Stone, LCLS

The Library System made the decision to begin a seamless, two-step migration from their in-house Microsoft Exchange email to Site2's Hosted Microsoft Exchange Email Platform.

1. CUT OVER

Site2's administrators began by redirecting the Library's email addresses, and email started flowing to new, hosted mailboxes without a single email being dropped. From the employees' point of view, the change was simple, to-the-point and completely transparent.

2. MIGRATION

Existing emails were exported from the Library's in-house system and imported into the hosted solution. This way, Library employees not only received new emails, but also had access to all of their historical emails in their new mailbox.

Today, LCLS enjoys a web-based administrative console which allows specific staff to administer the solution themselves. This includes the addition and subtraction of mailboxes as employees come and go, password reset/unlock issues and changes to distribution groups. Behind the scenes, Site2 manages the servers that Exchange runs on in Scranton and the servers that it replicates to in Virginia. All patches, upgrades and anti-spam and virus software are handled by Site2 automatically, giving the client peace of mind. The process of moving 180 mailboxes at 10 GB each was a smooth and effective one and because of this, the Library System enjoys a robust and long-term relationship with Site2.

In addition to the project features explained above, the following benefits are also included:

EMAIL PROJECT

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|------------------------------------|--|
| a. No capital expense for hardware | d. Email backups included |
| b. No capital expense for software | e. Hosted in two datacenters |
| c. Greatly improved/reduced spam | f. Expert email engineers support 24/7 |

Ready to Get Started? Call Site2 today at 877-SITE-TWO (748-3896) or email sales@site2.com.