

## Like a Good Neighbor, Authority is there for Nonprofit

Prior to arriving at the International Society for Technology in Education (ISTE®), Chuck Dinsfriend spent 20 years as a Director of IT and CTO for school districts. During that time, he learned the importance of archiving email messages and the differences between an archive and email backup.

Today, as ISTE's Senior Director of IT Services, Chuck continues to rely on cloud-based archiving from Authority, a division of Gaggle.net, which has been providing archiving and backup services since 1999.

The Federal Rules of Civil Procedure state that electronically stored information (ESI), including email messages, communications, files, directives and requests that could be relevant to current or future litigation cannot be deleted or overwritten. While a backup can be used for large-scale data recovery, it's not easily searchable. On the other hand, an archive provides quick access to ESI and helps fulfill electronic discovery requests.

"I look at an archive as insurance," said Chuck. "We pay a small premium for the assurance that if we needed someone's email, we could produce it quickly and easily."

All ISTE employees use Office 365. The nonprofit's decision to use a third-party archiving solution was made even easier when Chuck learned that his options to retain a former employee's email was either to export messages from Office 365 or to keep paying Microsoft for an active user license. Inactive, or "warehouse," accounts in Authority are provided at a fraction of the cost of an active account, which is a huge cost savings for ISTE, especially when you consider it has a 10-year retention policy.

"Competitive pricing is so important for educational institutions and for nonprofits," said Chuck. "Because of our archiving product, I never have to worry about deleting accounts from Office 365."

On the rare occasion when Chuck needs to access the ISTE archive, a combination of



The International Society for Technology in Education (ISTE®) is a nonprofit organization that serves educators and education leaders committed to empowering connected learners in a connected world. While amendments to the Federal Rules of Civil Procedure regarding electronic discovery went into effect in December 2006, many organizations still believe that email backup satisfies the need to archive—not ISTE, which uses the Authority hosted archiving and backup solution.



**“Knowing that I can pick up the phone and get answers right away is very important to me and critical to running a nonprofit’s technology department.”**

-CHUCK DINSFRIEND  
Senior Director of IT Services  
International Society for Technology in Education

Authority’s award-winning customer service and its simple user interface always gets the job done, which has even caught the attention of the nonprofit’s outside legal counsel.

“Our lawyers made a comment to me recently that they’ve never worked with anyone who was able to get them data so quickly and in such good condition,” he said. “They’re also able to go in and grab what they need so it’s all very painless.”

ISTE utilizes virtualized computing resources over the Internet, often referred to as “Infrastructure as a Service (IaaS),” so the relationships it has with third-party vendors are extremely important. “I look at all of our vendors as an extension of my own team,” said Chuck.

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While Chuck admits that there are many other solutions on the market, he’s also quick to point out that most of them are significantly more expensive and tout features that rarely will get used.

“I believe it’s in the best interest of any company that wants to protect themselves from litigation to have an archive,” said Chuck. “If you’re subject to eDiscovery and you don’t have an archive, you could find yourself in big trouble and losing a lot of money, a fraction of which could have been spent archiving.” ●



### Who are we?

Authority provides cloud-based, risk management solutions, including eDiscovery, Archiving and Backup, Disaster Recovery, and Data Migration for popular systems and platforms such as Exchange, Office 365, OneDrive, Gmail and Google Drive.

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