



# Tech Alert

from the Customer Delivery Division  
"Your Gateway to OTech Services"

## TA 14-12: OTech Quarterly CA.mail Forum

**ATTENTION: CA.mail Customers**

**ACTION REQUESTED: None – Information Only**

**DUE DATE: None**

### CA.mail Forum:

The quarterly CA.mail Forum was held on July 11, 2014. These forums allow OTech to share information with our customers, and give customers the opportunity to provide input on upcoming changes and decisions regarding CA.mail services.

### Forum Highlights:

CA.mail improvements, decisions, and/or changes that may affect OTech customers:

#### Boxtone:

- Due to the large decrease in blackberry device usage, and to provide cost saving measures for our customers, CA.mail is investigating the possible discontinuation of the Boxtone monitoring software for Blackberry devices. If you have any concerns regarding this proposal, please contact Cary Yee (916) 228-6493 or at [cary.yee@state.ca.gov](mailto:cary.yee@state.ca.gov).

#### Business Continuity:

- Data replication services for CA.Mail are available (\$0.45 per seat/per month). Customers can begin subscribing to this service by submitting a service request in the CSS system.

#### E-Discovery and Archiving:

- E-Discovery and Archiving services are available for CA.mail users. Customer can begin subscribing to this service by submitting a service request in the CSS system.

### Next Forum:

The next CA.mail forum is scheduled for October 10, 2014, 9:30 a.m. to 11:30 a.m., at the Training and Education Center, located at 10860 Gold Center Drive, Rancho Cordova, CA 95670.

### Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.

