

# ARCHIVING SERVICE

## MAILBOX MANAGEMENT, E-DISCOVERY, COMPLIANCE – DOES YOUR SYSTEM DELIVER?

### ANALYST VIEW

“There are two basic methods for providing an archiving capability: inhouse solutions and hosted services. While each has its advantages, there are some important benefits from the use of a hosted service, including potentially lower cost of ownership, faster deployment, data security and extremely high reliability.”

Osterman Research, 2006

With over 80% of an organization’s business-critical data now typically residing in email (Radicati Group, 2005), efficient email storage management has become absolutely vital to business success. The need to securely archive a rapidly growing number of messages without overloading your Exchange, while still being able to pinpoint and retrieve any archived email instantly, has never been greater.

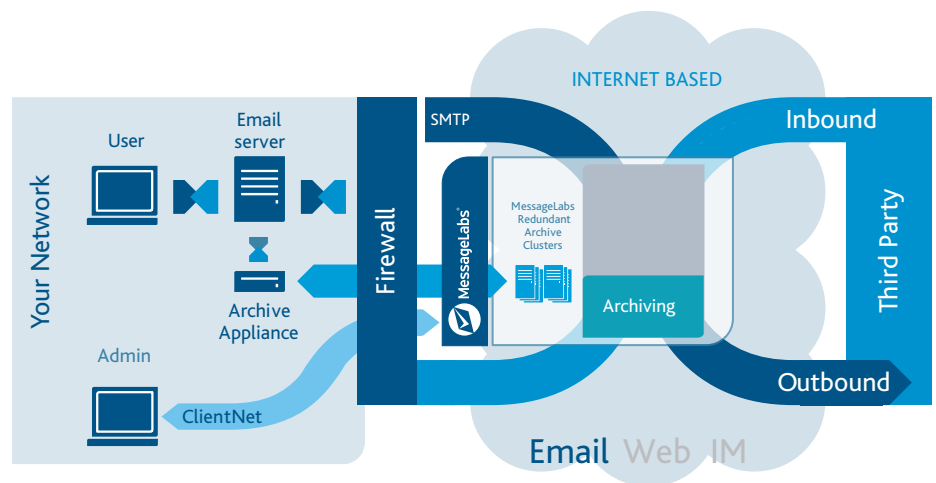
Moreover, the stringent demands of legal discovery and regulatory compliance mean any gaps or hidden ‘smoking guns’ in your email records – or an inability to find a particular email quickly – could result in devastating damage to your business. But with email users requiring up to 16MB of storage per day by 2008 (Radicati Group), the administrative and financial burden involved in ensuring your email archiving system is truly fit-for-purpose can be enormous.

The MessageLabs Archiving Service provides an industry-leading, cost-effective solution that meets all your needs, including email mailbox management, e-discovery and regulatory compliance. It not only safely archives every email, internal and external, while ensuring 100% privacy and total data security. It also gives you rapid, on-demand access to your emails after they have been archived.

### THE MESSAGELABS DIFFERENCE

- 100% secure archiving – nothing in your archive can be changed or deleted
- Quick, easy-to-use real-time search and retrieval capability
- Virtually unlimited mailbox for all end-users
- Total encryption of every archived email and of all searches performed against the archive
- 100% power and network availability with multiple layers of network security, backed by 24/7 customer support and service monitoring
- Managed infrastructure scales to your growth and eliminates the need to back-up the email archive
- Eliminates high investments in in-house email storage and ensures predictable total cost of ownership

### THE UNIQUE MESSAGELABS ARCHIVING SOLUTION



Freeing you from the expense and effort involved in storing huge amounts of email inhouse, as well as the resulting network inefficiencies, this managed service incorporates easy-to-use search and retrieval functions, supervision and reporting capabilities, straightforward messaging policy set-up and enforcement options, plus additional confidentiality and legal hold features – comprehensively satisfying business efficiency, legal discovery and compliance criteria.

## HOW THE SERVICE WORKS

- An archiving appliance is set up within your corporate network, fully integrated with Microsoft Exchange and Active Directory
- A secure, external, and fully redundant repository is established to store, manage and maintain all your archived email
- Copies of all emails, with attachments, sent and received across your organization, including internal emails, are automatically stored into a central repository
- The archiving appliance securely encrypts all emails sent to the repository from the moment they leave your network, using state-of-the-art encryption technology, where only the customer has access to the encryption key
- Retrieval of archived emails requires access to the secure archive and to the decryption keys
- A comprehensive range of policy set-up, supervision, administration and reporting capabilities enables you to manage the archive in line with your organization's specific requirements

## SERVICE LEVEL AGREEMENTS

The MessageLabs Archiving Service offers industry-leading Service Level Agreements (SLAs) that provide complete peace of mind, covering:

- Service availability guarantee - 99.9% uptime for archiving network
- Search availability guarantee - 99.9% uptime for end user archiving interface

## NEXT STEPS

Contact a product specialist:  
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 For other country offices and contact numbers, please visit:  
[www.messagelabs.com.au/contact](http://www.messagelabs.com.au/contact)

## EMAIL MANAGED SERVICE

The MessageLabs Archiving Service enables you to avoid the drawbacks of a purely in-house or purely outsourced archiving solution, such as the high level of ongoing investment required, or a lack of control over archived messages.

The service's key components combine secure storage for all your emails with easy and quick search and retrieval:

**Archiving Policy Engine** - Includes templates to create acceptable use, retention, and supervision policies, easily customizable via a secure, user-friendly, web-based interface

**Secure Archive** - Automatically captures every single one of your internal and external email communications and stores them, fully encrypted and tamper-proof, in a highly reliable, scalable infrastructure based on a distributed network and grid storage architecture

**Archive Search & Retrieval** - Provides advanced, real-time, full text search features enabling word, phrase or people-aware searches to be performed across message body, tags, header and 250+ attachment types, and accessible via a secure, user-friendly, webbased interface

**Archiving Supervision** - Offers complete visibility into corporate policy compliance

**Archiving Reports** - Enables accurate analysis of email patterns and behavior within your organization, available anytime via a secure, user-friendly, web-based interface

Features	Benefits
Archives all internal and external messages within minutes of being sent or received	Shortens backup and maintenance times; allows faster, easier data recovery; improves server performance
Integrates with Microsoft Exchange and Active Directory	Provides a unified security authentication and permission management system within the corporate network
Easy access to information with all messages stored in one central repository	Enables fast, worry-free email recovery
Defines and applies consistent retention policies to all messages as they are archived	Produces forensically-compliant archive data; reduces risk of intentional message alteration or deletion; reduces liability by ensuring consistent disposition of messages
Flexible and customizable supervision process for compliance requirements	Reduces time spent reviewing messages; allows immediate action in cases of non-compliance; improves productivity by setting up review workflow scenarios
Attachment stubbing automatically replaces attachments in mailboxes with references to the archive	Reduces data held within Exchange, boosting your messaging system's speed and reliability; helps end-users stay within their mailbox quotas
Full support for end-user searches within Outlook 2000, 2003 & 2007, Outlook Web Access 2000, 2003 & 2007, and Office 2007	Enhanced search functionality and improved end-user experience, irrespective of your point of access