



MessageLabs Archiving Service

An overview

Although email is a mission-critical business communication tool, it is also a major risk for organizations. Recent legislation dictates that email must be presented during any legal proceedings or court subpoenas. The legal implications of not being able to produce email are significant; therefore businesses need to maintain email records in a re-usable and searchable format.

Email archiving has become an extremely complicated, yet mandatory, business operation that is set to expand even further. According to current estimates by the Radicati Group, Inc., the average corporate email account sends and receives about 10 MB of data per day. With up to 83% of your business-critical data residing in email, the need to archive email has never been greater.

Uncovering the issues

Legal Discovery

Email is now just as admissible in court, and just as likely to be requested for legal discovery as paper-based records. Companies that are not prepared to comply with a subpoena for email records face staggeringly high costs, sometimes in the millions of dollars. Your company needs the tools to deal with legal discovery requests when they happen.

Regulatory Compliance

Recent corporate scandals, a decrease in investor confidence, and increased scrutiny of corporate behavior have all contributed to compliance becoming one of the biggest concerns for businesses today. In the past few years, numerous regulations have been introduced dictating retention policies for electronic records. Organizations that do not satisfy the requirements for these statutes risk facing substantial penalties, including large fines and even prison sentences. Simply put, businesses cannot afford to ignore the need for an email archiving and compliance solution anymore.

Email Storage Management

According to current estimates, the average corporate email account sends and receives about 10 MB of data per day*. As email volume and attachment sizes continue to grow, this number will continue to increase, placing an even greater burden on corporate storage requirements. Since corporate email servers are not designed to store this volume of data for long periods of time, businesses must find more effective storage solutions for this critical data.

Productivity

Employees typically spend up to an hour or more every day sorting or deleting emails. An archiving solution can significantly reduce this time investment, by maintaining a copy of every email in the archive for future use. With comprehensive search functionality, the archiving user interface can give end-users instant access to years' worth of email.

In addition to end-user benefits, maintaining email communication in the secure archive can have significant benefits for the company at large – from reducing the burden on IT to ensuring a corporate knowledge store.

Providing solutions

Types of solutions

Email archiving requires a significant amount of storage space, given the large amount of email that most organizations send and receive. There are three main types of archiving solutions:

- **In-house approach** – to implement an in-house email archiving solution, organizations must develop or purchase the appropriate software and buy the necessary hardware. These solutions typically use a dedicated server-based approach that copies email from the message store into a repository, and require software to be installed on all client PCs to enable searching and retrieval. Although these solutions offer a high level of control and data security, they can be costly to purchase and often require dedicated, skilled professionals to maintain.
- **Outsource approach** – this approach makes use of a third-party software interface to the messaging system that captures and transmits messages to the service provider's data center for storage. Although this approach eliminates the substantial cost of buying hardware and software and maintaining the system, it means that confidential data is stored at an external location and is not under the client's direct control.
- **Hybrid approach** – the typical setup for a hybrid solution involves both software and hardware installed at the client's site, combined with secure storage managed by a third-party provider. This solution allows a client to securely archive email with an easy-to-integrate system, and also avoids the high costs of acquiring large amounts of storage and maintaining an in-house system.

The MessageLabs solution

MessageLabs Archiving Service allows you to establish best practices within your organization and mitigate risks associated with non-compliant email behavior. The fully managed Archiving Service guarantees secure storage of intellectual property within corporate email in a central repository that is easy to access and manage. The service comprehensively addresses the requirements for regulatory compliance, legal discovery, and email management – collectively limiting the liability organizations face with email use in today's business environment.

Benefiting your business

Ensure regulatory compliance

Enables compliance with all major regulations, through the use of a flexible policy management interface, which allows you to setup and enforce acceptable use and retention policies, easily meeting the strictest compliance requirements.

Address stringent legal discovery requirements

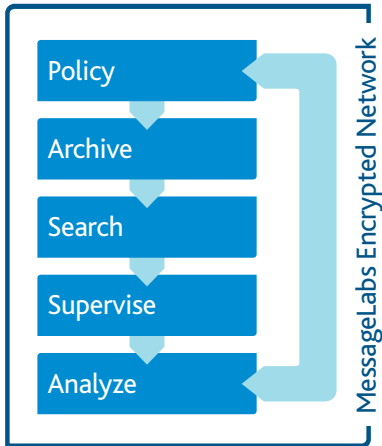
Protects your business from damaging legal proceedings by giving instant access to your electronic communications with advanced, "real-time" searching of all message attributes and attachments in the secure archive.

Specify and enforce email acceptable use, retention and supervision policies

Allows you to specify, enforce and supervise corporate electronic communications by importing existing corporate email policy or creating a new policy through an easy to use policy management interface.

Maintain email security and privacy

Ensures 100% security by encrypting all email that is stored in the archive and all searches performed against the archive, and guarantees privacy by giving you sole control of the keys that decrypt email stored in the archive.



Manage email and users efficiently

Centrally store all intellectual property within your email in a secure, accessible repository, allowing you to reduce the storage requirements on your primary email servers by offloading vast amounts of old email to the secure archive while allowing your users to easily access and manage their archived email

Service Overview

The MessageLabs archiving service combines an archiving appliance, which resides within your network and fully integrates with your active directory, with a secure archive that stores, manages and maintains all archived email. Before leaving the security of your network, all email is encrypted by the appliance using the archiving encryption technology. Once email is archived, data retrieval requires access to both the encryption key and the secure archive.

Archiving Policy Engine

The Archiving Policy Engine is accessible via an intuitive web-based interface that can be easily customized to suit your organization, allowing you to:

- Specify and enforce acceptable use, retention and supervision policies
- Print and distribute a PDF copy of the policy to help educate employees
- Automatically retain every active version of the policy in unalterable form for reference or auditing purposes
- Retain a full audit trail of changes made to the policies
- Fully integrate with active directory

Secure Archive

The Secure Archive provides automated capture of all your internal and external email communications. MessageLabs ensures the authenticity, security and confidentiality of all archived data by:

- Storing multiple copies of messages and indexes in multiple data centers and on spinning disks
- Digitally fingerprinting all messages for authenticity
- Maintaining a full audit trail of system and user activities
- Storing all data in an encrypted format accessible only by the customer

Archive Search & Retrieval

The Archive Search & Retrieval provides advanced search features that meet even the most stringent discovery needs. Through your Outlook mail client or a web-based archiving user interface you can:

- Conduct a real-time full-text search across email header, subject and content
- Conduct a real-time full text search across over 250 types of attachments
- Search using parameters such as conversation flow, date ranges, specific senders/recipients and topics
- Save frequently used search criteria and search results automatically in folders
- Print search results, send them to the user's inbox or export them into PST files for online download or delivery on removable media
- Conduct people-aware searches allowing you to retrieve results from multiple users, each with multiple email addresses in one search request

Archiving Supervision

The Archiving Supervision is valuable for organizations that require complete visibility into policy compliance. This module allows you to:

- Implement a systematic and flexible supervision process for selecting and reviewing the content of electronic messages
- Implement random sampling of corporate email down to the individual user level
- Specify enforcement rules for each policy item based on the content of messages and attachments, sender role, department and more
- Access risk assessment reports that give you a graphical view of your exposure to potential risks due to non-compliance of your corporate email policy

Archiving Reports

MessageLabs provides numerous archiving reports to help you properly assess email patterns and behavior. Reports can be generated for the following:

- Amount of email archived by user groups and individuals
- Current size of secure archive
- Audit trail of changes made to the policy
- Details on supervision activities
- Highlight risk exposures based on corporate email policies

Technical features

- Easy-to-use policy engine to define, create and circulate corporate policy with a full audit trail of policy changes and the ability to print and distribute policy to all employees
- 100% encrypted and secure archiving engine that is scalable and reliable, and allows for flexible retention policies based on individual users/groups
- Encrypted search and retrieval interface for legal discovery and mail retrieval, with full text search across message content, header fields and over 250 types of attachments
- Integrated compliance risk assessment functionality with automatic detection of policy violations and an escalation process for such violations
- Flexible reporting interface that provides customized reports on archive size, email activity, risk exposure, policy changes and more
- 100% power and network availability with redundant data centers and multiple layers of network security, backed by 24x7 customer support and service monitoring

About MessageLabs

MessageLabs is the world's leading provider of messaging security and management services. Our portfolio of managed services ensure the integrity of electronic communications, allowing organizations around the world to manage and reduce risk, secure critical infrastructure and effectively enforce policy. With a global presence spanning four continents, clients in more than 80 countries and an infrastructure capable of processing hundreds of millions of electronic communications each day, MessageLabs provides clients with complete security and certainty.