



Why organizations need to archive email?



The underlying reasons why corporate email archiving is important

Over the past few years, email has become an integral part of the business workflow. This document explains why email archiving must be an integral part of every organization. It also examines the different methods for deploying and managing email archive solutions in an organization as well as specifying the key requirements that a fully featured email archiving system should include.



APARA



The corporate value of email

Over the past years, email has become a primary channel of business communication. It provides organizations with a fast medium of conveying business correspondence such as purchase orders, quotations and sales transactions, in virtually any geographical area with the least physical effort possible.

Since emails have become the electronic substitutes of legal business documentation, the information being passed on through this electronic correspondence constitutes a record. Consequently, such correspondence must be retained for a minimum period of time, often established by statutes. Due to email predominance in the business industry, various pieces of legislations have been enacted to protect personal privacy, enforce corporate governance standards and maintain ethical conduct.



Apara
Enterprise
Solutions
(P) Ltd

What is the 'true' meaning of email archiving?

An email archive is a repository generally kept in a non-productive environment to provide secure preservation of email for compliance and operational purposes. A 'true' email archiving system automatically extracts message contents and attachments from incoming/outgoing emails and after indexing, it stores them in read-only format. This ensures that archived records are maintained in their original state.

Email archiving moderates the demand for storage space by reducing the amount of online emails on the mail server. Moreover email archives consume less physical storage space than other email storage methods.

The active approach adopted by email archiving solutions ensures that the company has a centralized and accessible copy of all its email. This provides additional protection against accidental or intentional deletion of emails by end users. Email archiving also eliminates the need to search for personal archives on each and every local machine whenever litigation support is requested.

Email archiving solutions allow administrators to setup access restrictions. These restrictions secure and protect intellectual property rights as well as ensure data integrity and confidentiality in compliance to the statutes.



Oxford Towers
Suite 801, 7th Floor
139, Airport Road
Kodihalli
Bangalore 560 017
India



Telephone:
91 80 509 7501
509 7541/ 509 7818
509 7826 to 28
509 7832
Fax:91 80 509 7833

What are the primary reasons to archive email?

There are four predominant reasons for an organization to archive its email. These are: Compliance, litigation support, storage management and Email Server performance

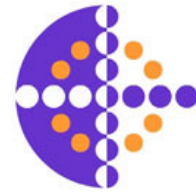
Compliance

Although many regulations exist and each seems to have its own requirements, compliance is based on three main concepts:

Data permanence – The notion that data must be retained in its original state without being altered or deleted.



www.apara.com



A

APARA

Data security – Information that is retained must be safeguarded against all security threats which include access by unauthorized persons as well as anything which could physically damage or endanger the availability of the information.

Auditability – The concept of having information duly protected but easily accessible in a timely manner by authorized personnel whenever required.

Litigation support

Nearly all companies in the course of regular business activities become implicated in lawsuits. Litigation discovery is the process in which parties involved in a lawsuit are requested by the court of law to submit information which is relevant to the case. The company which receives the discovery request is obliged to search its records and to submit all the relevant/requested information in a timely manner.

Litigation support information must be accurate, complete and possibly in its original state. Since back-up systems are prone to error, loss or destruction of data may occur. An organization that fails to submit the information requested in a legal discovery can be found guilty of 'spoliation'. This is a legal term used to describe the improper destruction of evidence (for example, deletion of company email).

Storage management

It is estimated that, one in every four organizations experiences a storage management growth in excess of 30% per year. This drastic escalation in storage requirements is mainly attributed to the increase in use of email in general, added to the upsurge of attachments, which increased the size of the average email from 25 KB to 300 KB. In fact, it is estimated that nearly 50% of organizations are providing more than 100 MB of storage per user. Organizations often make use of email storage quotas to prevent message stores from growing and degrading server performance. The downside of quotas is the effect they have on end user productivity. Apart from stopping users from using their email whenever their storage allowance is exceeded, quotas can have more serious implications. For instance, quotas and subsequent blockages might drive users to delete important messages from their mailbox in order to make room for new email

Compliance regulations have further contributed to the increased demand for storage by obliging organizations to preserve old email for predefined periods.

While storage solutions can be used to deal with the problem of message storage growth, an email archiving solution provides a more versatile way of handling this problem. Apart from centralizing your email records, an efficient archiving solution will store the emails in an efficient format, resulting in considerable disk space savings when compared to a traditional mail store. Furthermore, the emails will be automatically archived as soon as they pass through the message store, thus users can clean up their mailboxes without the worry of losing important emails. Additionally, an email archiving solution that allows authorized users to view emails from a central repository will

P

Apara
Enterprise
Solutions
(P) Ltd

A

Oxford Towers
Suite 801, 7th Floor
139, Airport Road
Kodihalli
Bangalore 560 017
India

R

Telephone:
91 80 509 7501
509 7541/ 509 7818
509 7826 to 28
509 7832
Fax:91 80 509 7833

A

www.apara.com



APARA

encourage them to do without having bulky PST files stored locally. Considering the fact that PST files usually take 2 to 5 times more physical storage than an email archive, this would add up to considerable disk space savings.

What features should an email archiving solution have?

Minimal user intervention/automation – Company emails have to be archived automatically and with the minimal human intervention possible.

Indexing of records and search capabilities – Archived emails should be indexed, especially the text content, so that search facilities will enable the quick extraction of records to support regulatory audit requests and legal discovery.

Data retention policy control – The system must include configuration features through which the company can define its archiving criteria. These features should at least allow archiving of specific mailboxes and messages from specific domains or email addresses. In such a way, unnecessary contents such as spam and other informal correspondence is automatically excluded from the archive.

Security/tamper-proofing – An email archiving system must be capable of protecting records from loss, damage or misuse. Record authenticity (i.e. preservation of a record in its original state) is one of the key requirements in many of the content regulations imposed by the laws. In addition, archiving programs must include access restriction features.

End-user and management access to archives – This feature allows a company to use its email archive as a central knowledge repository from where authorized users can extract information required during productivity. One further benefit is that it enables authorized users, such as compliance officers, to access the information contained in the archive without the need for support by IT staff.

Support for multiple messaging platforms – The archiving system should support all major messaging platforms to ensure standards compatibility.



**Apara
Enterprise
Solutions
(P) Ltd**



Oxford Towers
Suite 801, 7th Floor
139, Airport Road
Kodihalli
Bangalore 560 017
India



Telephone:
91 80 509 7501
509 7541/ 509 7818
509 7826 to 28
509 7832
Fax:91 80 509 7833



www.apara.com



APARA



Apara Email Archival Solution & Services Offerings

Apara Email Archival Solution & Services offerings includes Assessment, Design and end to end implementation of the entire Archival Solution

- **Email Archival Solutions – Policy based archival for**
 - **Microsoft Exchange**
 - **Lotus Notes**
- **Email Journaling solutions – Real time journaling**
- **Advanced Discovery/Search and Reporting**
- **PST migration services**



**Apara
Enterprise
Solutions
(P) Ltd**



Oxford Towers
Suite 801, 7th Floor
139, Airport Road
Kodihalli
Bangalore 560 017
India



Telephone:
91 80 509 7501
509 7541/ 509 7818
509 7826 to 28
509 7832
Fax:91 80 509 7833



www.apara.com