

HOSTED EMAIL ARCHIVING

ANALYST VIEW

“The difficulty and expense of managing this massive quantity of data, the minimal need for access to it, and the unwillingness to delete anything are causing organizations to look for cost-effective [archiving] deployment models such as those that can be found in the cloud.”

Gartner Predicts 2010: New Technologies and Service Delivery Models Will Transform the Storage Markets

John Monroe, Pushan Rinnen, Sheila Childs, Adam W. Couture, Valdis Filks, Stanley Zaffos
Publication Date: Dec. 2009

THE SYMANTEC HOSTED SERVICES DIFFERENCE

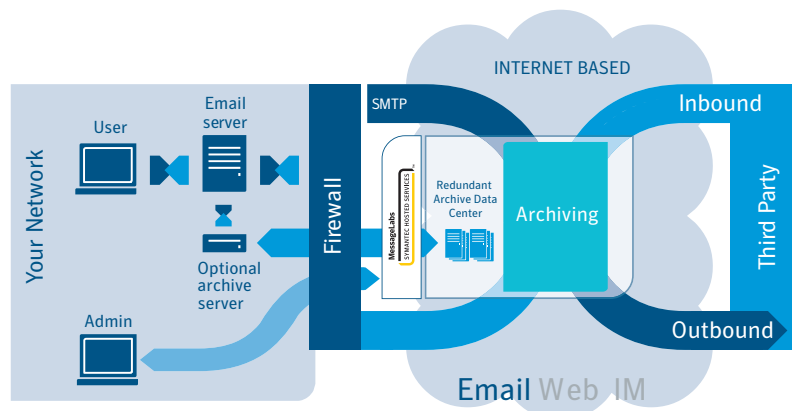
- Scalable service with options to suit SMB or Enterprise
- Hybrid or completely hosted deployment model to best meet customer needs
- Email Archiving options for customers using a hosted Exchange server
- Avoids archiving viruses and spam when used with MessageLabs Email Antispam and Email Antivirus services
- Facilitates high availability and disaster recovery when used with MessageLabs Email Continuity service
- Supplies expert staffing and 24/7 support from Symantec Hosted Services

MAILBOX MANAGEMENT, E-DISCOVERY, COMPLIANCE – ARE YOU MEETING THE CHALLENGE?

Email is one of your company’s most critical assets – and with worldwide email traffic projected to grow to 507 billion messages per day by 2013* managing email has never been more challenging. Not only do your employees need access to their email accounts to conduct business efficiently, you must also manage historical copies of email to comply with current regulatory requirements. And, your company requires the ability to easily place legal holds on emails and conduct efficient e-Discovery if faced with a lawsuit.

IT departments without an email archiving solution in place may find themselves spending a disproportionate amount of time and funds managing an increasing volume of email and responding to labor intensive search and retrieval requests from corporate compliance, legal, the office of the CIO, and company employees.

MessageLabs Hosted Email Archiving is a service designed to help your company address the challenges of email storage management, legal discovery, and regulatory compliance. It safely archives internal and external emails off site, while providing rapid, on-demand access to your emails after they have been archived.



The service’s key components combine secure single instance storage for your emails with quick and easy search and retrieval. Internal and external email communications are automatically captured and transmitted to be stored in redundant off-site data centers.

End users can search and restore emails in their personal archives via Microsoft Outlook or through a secure web-based interface that delivers rapid search results. Administrators can search globally or they can delegate limited access to other users.

*Radicati Group “Email Statistics Report, 2009-2013”

HOW THE SERVICE WORKS

- An administrator sets up accounts, permissions and configures retention policies.
- Depending on your preference, you will either deploy an on premise archive server within your environment or a purely hosted set up with emails journaled via a secure TLS connection.
- A secure, external, repository is established to store, manage and maintain your archived email.
- As email is sent and received within the primary email system, a copy of each message (including internal email) is sent to the data center.
- Email and attachments are deduplicated and securely stored along with relevant metadata.
- Mail can easily be retrieved from the hosted archive by users within the company or authorized external users.

SERVICE LEVEL AGREEMENTS

Our Service Level Agreement provides a money back remedy if availability of 99.9% is not met.

NEXT STEPS

Contact a product specialist:
UK: +44 800 917 7733
info@messagelabs.com

For other country offices and contact numbers, please visit:
www.messagelabs.co.uk/contact



Confidence in a connected world.

ONE HOSTED SOLUTION MEETS THE NEEDS OF MANY

MessageLabs Hosted Email Archiving can help meet the email management requirements of your various stakeholders:

Email Storage Management: IT can meet the needs of end users by essentially removing quotas from their mailboxes and providing archives that can easily be searched through Outlook or a web browser. The solution scales easily allowing IT to add new users as needed. The size of local mail stores can be dramatically reduced improving performance of mail servers and making backup easier.

Cost Containment: The solution can be quickly set up, is easy to implement, and does not require dedicated staff. Total cost of ownership can be typically lower than an on-premise solution, which requires significant upfront purchase and deployment investments as well as ongoing costs associated with administration, storage, backup, capacity management, and high availability. Costs are also predictable allowing for effective budgeting.

Compliance: The solution allows setting of email retention policies, provides optional supervision and review capabilities, and makes it easy to implement legal holds. Service options are available for customers in highly regulated industries.

Legal Discovery: With MessageLabs Hosted Email Archiving, your legal team can conduct search and retrieval of email and various types of attachments based on a broad range of criteria or search terms. Bounded global search capability can be delegated to legal staff or managers.

FEATURES	BENEFITS
Support for end-user searches within Microsoft Outlook and Microsoft Outlook Web Access	Powerful search functionality harnesses scalable cloud-based processing resources to deliver rapid results from any point of access.
Flexible retention policies	Custom policy settings provide management control over email retention policies.
Customizable supervision and review	For companies that operate in highly regulated industries, the optional supervision and review features allow compliance staff to automate the process of monitoring, reviewing, and commenting on email communications.
Single-instance storage and optional stubbing for emails and attachments	Reduce local email stores by as much as 80% lowering backup times and providing users with large mailboxes without the need for PST files.
Archive existing mail stores	Archive existing mail stores with tools designed to import mail from PST files or live Exchange environments.
Support for Microsoft Exchange, IBM Lotus Domino and GroupWise servers	Support for multiple email servers to create one searchable off site email archive.
Complements MessageLabs Email Security and Continuity services	Avoid archiving spam and viral email by deploying with MessageLabs Email Security services. Minimize Exchange server downtime and data loss through MessageLabs Email Continuity service.