

# HOSTED EMAIL ARCHIVING

## ANALYST VIEW

“Organizations should consider using [e-mail archiving] service providers to help them quickly implement interim or permanent solutions without heavy upfront investments in technology or internal expertise. Consider using a service provider for not just archiving, but also for email continuity, virus protection and spam filtering.”

Outsourcing E-Mail Archiving:  
2Q09 Update  
Adam W. Couture, Gartner  
27 April 2009

## THE MESSAGELABS DIFFERENCE

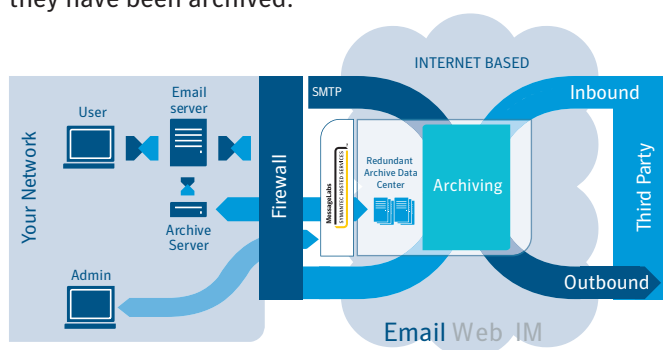
- Minimises investment in in-house email archive storage and offers predictable total cost of ownership
- Hosted infrastructure scales to meet your needs
- Offers quick setup and implementation
- Avoids archiving viruses and spam when used with MessageLabs Email Anti-Spam and Email Anti-Virus services
- Facilitates high availability and disaster recovery when used with MessageLabs Email Continuity service
- Supplies expert staffing and 24/7 support from MessageLabs

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

Email is one of your company’s most critical assets – and with corporate email traffic projected to grow 68% between 2008 and 2012\* 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 email and responding to labor intensive search and retrieval requests from corporate compliance, legal, the office of the CIO, and company employees.

MessageLabs Email Archiving is a secure hosted service that is designed to help your company address the challenges of email storage management, legal discovery, and regulatory compliance. It safely archives internal and external emails, while providing privacy and data security. It also gives you rapid, on-demand access to your emails after they have been archived.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 encrypted using SSL and AES encryption technologies while in transit and while 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.

\*Michael D. Osterman, Osterman Research, June 2008

## HOW THE SERVICE WORKS

- An archive server is required within your corporate network, integrated with Microsoft Exchange and Active Directory.
- A secure, external, redundant 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 compressed and encrypted for transmission to the data center.
- Messages can be sent to the data center automatically or at scheduled time intervals.
- Email and attachments are deduplicated and stored encrypted along with relevant metadata.
- User information, contacts, calendars, and distribution lists are automatically synchronized to help provide intelligent search and recovery capabilities.

## 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:  
 US & Canada : 1 866 460 0000  
 USinfo@messagelabs.com

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



Confidence in a connected world.

## ONE HOSTED SOLUTION MEETS THE NEEDS OF MANY

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

**Email Storage Management:** Attachment stubbing allows IT to 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.

**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. And, costs are predictable allowing for effective budgeting.

**Compliance:** The solution allows administrators to control retention policies by user, group or message, provides optional supervision and review capabilities, and makes it easy to implement legal holds. In addition, every policy change is recorded, providing an audit trail.

**Legal Discovery:** With MessageLabs 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
Confidentiality for companies with highly sensitive email	Companies may select a version of the service where archived email remains searchable, but is stored in an encrypted format that can only be unencrypted by the customer.
Flexible and 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 stubbing for emails and attachments	Reduce Exchange data stores by as much as 80% by replacing duplicate emails and attachments with stubs. Reduce Exchange backup times and provide users with large mailboxes without the need for PST files.
Support for end-user searches within Microsoft Outlook and Microsoft Outlook Web Access 2000, 2003 & 2007	Powerful search functionality harnesses scalable cloud-based processing resources to deliver rapid results irrespective of your point of access.
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.