Guide to efficient e-mail archiving

GROUP
TECHNOLOGIES

white paper

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1 Introduction

1.1 Archiving of E-mails and Groupware Content: A "Must" or just "Nice to Have"?

The question whether archiving e-mail and groupware information is necessary for a company or not must be considered from various aspects. Firstly, you must consider the issue of the enormous increase in the volume of e-mail and information and the associated increases in hardware and in-frastructure requirements.

On the other hand, underlying legal conditions in the areas of security and documentation of busi-ness-relevant information - also from e-mails -are becoming more and more significant. Companies' sensitivity when considering this special part of the IT environment has been growing continuously for some time; the relevant court proceedings in the Nasdaq and Nemax environment have also contributed to this situation. Reports about million dollar fines due to non-existent or incomplete do-cumentation of e-mail communication have left a lasting impression in the judgment of these allied subjects.

In the medium term large as well as medium-sized enterprises will have to consider proper and long-term backup of the information contained in e-mails - for space and performance reasons and, just as important, from a legal aspect.

The sooner this step is taken, the lower the associated personnel and financial expenditure. Basi-cally, even a closer look at the achievable ROI must determine the decision in favor of a modern ar-chiving system or backing up data from groupware and e-mail systems.

1.2 Good Reasons for Archiving E-mails and Groupware Content

Most companies are sitting on a time bomb - and in most cases they do not even realize this: e-mail and groupware systems have the potential to develop into a serious problem. Very few people know of the many insidious traps that exist. Those who are responsible choose to avoid the uncomfortable knowledge, according to the motto: "If I don't see it, the others don't see it either."

Three questions illustrate the entire dilemma and should be examined in every company:

- ■ What is the situation regarding performance and availability of the e-mail or groupware system?
- ■ What is the situation regarding legal and auditing compliance?
- ■ How efficient are administration and access to e-mail and groupware content?

Every e-mail user knows the problem: the required disk capacity increases continuously while performance decreases. If you take a look behind the scenes you can only frown at stand-alone versions of the relevant e-mail clients. The files in which the e-mails are stored easily grow to volumes between 100 and 200 MB; just one small error in these files - and, under certain circumstances, six months' e-mails are lost. Can professional companies afford to take risks such as this?

The performance problem of growing message quantities seems almost harmless in comparison. It gets on the staff's nerves, acceptance for the communication solution decreases. And, on the other hand, costs for system administration and maintenance rise - exponentially - updates and hardware upgrades are continuously required with the associated downtimes and overtime. On top of this we have the flood of spam; e-mail systems are blocked with advertising garbage, in the worst-case scenario they become infected with viruses.

1.2.1 And We Keep Coming Back to the Enron Case

Even if many people have become used to the ghosts that gathered with the amendments to the German Fiscal Code: there are still many more reasons to be concerned about the legal and auditing reliability of e-mail communication. Suddenly a quickly written e-mail becomes relevant from a legal aspect - you do not even have to think about the Nemax or Nasdaq proceedings: every mailbox contains messages with the quality of a declaration of intention or legally binding information. In most cases, people only bother about the question of how to prove that the e-mail is real and unaltered in a legal dispute when it is too late.

Efficiency in handling e-mail also has to be questioned. In easy-to-handle quantities, you will find everything again. But what if large volumes of e-mail have to be looked through or the content has to be made available to employees? What happens if individual e-mails have to be assigned to customer files? And what if this is to comply with strict archiving requirements and manipulation-proof storage?

1.2.2 E-mail Needs a Secure Archive

To cut a long story short: There are many reasons for storing or archiving e-mails in the same way that this has been done in the past with paper or electronic documents. This is the only way to relieve operative systems and reduce costs - especially by

- limiting hardware requirements
- reducing administrative expenditure
- faster e-mail access due to higher system performance

In particular GROUP Technologies has recognized that a whole range of other, critical problems can be solved by using archives or storage systems. At an early stage the company developed systems in the Lotus environment for content archiving and unexpectedly grew into the role of on of the market leaders for e-mail and groupware archiving systems. Close contact with our customers and the required flexibility led to the iQ.Suite Store solution for Lotus Domino and Microsoft Exchange, which is strictly aligned to customers' needs. By integrating technologies for e-mail security and compliance, GROUP offers a complete solution which covers all aspects of efficiency, security, e-mail management and compliance.
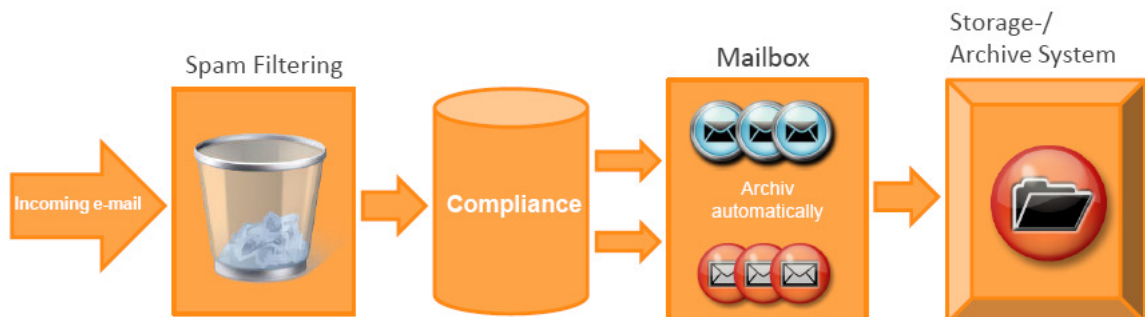
1.2.3 Simple Implementation through Interfaces

The most important features are the technology for extracting the content from the e-mail and groupware and the interfaces to the archive and storage systems. Because GROUP's e-mail archiving solution iQ.Suite Store is based on a well tried and tested archiving technology there was no need to re-invent the wheel for the nth time. This is directly reflected in the costs of acquisition and TCO for the customer. In other words: the implementation costs are lower than you would expect right from the outset—especially in heterogeneous systems that you mainly encounter in real life.

In addition to efficient long-term archiving, other topics such as auditing compliance can be managed by linking e-mail and archive systems.

System failures are not just expensive, but in the context of increasing IT dependency these can very quickly take on existence threatening dimensions for some companies. This is why sophisticated backup and recovery systems exist for traditional IT systems – databases, ERP applications,

etc. In fact it is very surprising that providers of e-mail and groupware systems have not recognized this need for so long, are not up to date with customers' requirements and are only now beginning to look for solutions. iQ.Suite Store closes the high-risk gaps.

1.2.4 Evolution: E-mail in Files

Since the archive system treats e-mails like all other documents, when iQ.Suite Store archiving is used it is a very easy task to allocate e-mails to individual customer files. In the age of electronic filing and process chains covering everything from supplier through producers and retailers to the customer this is not just comfortable but should actually be considered vital. With iQ.Suite Store there is no need to program complicated interfaces between e-mail and operative systems.

It is possible to link e-mail and workflow systems in such a way that incoming e-mails automatically trigger processes.

2 Efficient e-mail archiving

An efficient archiving system should be the interface between the e-mail system and leading storage and archive systems. With many different configuration settings and comfortable interfaces iQ.Suite Store is such a universal and vital solution in every archive environment.

Central administration is achieved via a configuration interface. This contains all the necessary parameters. This stock of parameters is a prerequisite for every access to the archive. The design of the user databases is slightly adjusted. Hence, depending on how the system is configured, users should be able to archive manually, to search for documents, and also to retrieve documents. Some design elements are responsible for background archiving.

2.1 Overview of the Essential Archiving Functions

■ **Archiving**
   ☐ Messages and attachments
   ☐ Rule-based (server-based) archiving according to configured criteria
   ☐ Manual archiving, including the possibility of entering additional index values
   ☐ Single-instance archiving of file attachments that have been sent several times
   ☐ Automatic conversion of text and file attachments in PDF or TIFF format
   ☐ Exclusion of certain file attachments (mp3, avi ...) before archiving

■ **Retrieval**
   ☐ Retrieval of stub documents
   ☐ Research from mail client
   ☐ Full text query, if this is supported by the connected archive

- **Deletion**
  - ☐ Complete deletion after archiving
  - ☐ Partial deletion
  - ☐ Removal of document content (=> stub document)
- Connecting mobile users (e.g. offline cache)
- Web Access
- Statistic and evaluation

2.2 Archive Messages

Archiving can be manual or automatic. The automatic archiving function can be enabled by the administrator and, at the same time, users can be provided with the manual archiving function.

In automatic archiving messages are marked in relation to the configuration parameters.

For manual archiving users mark the message to be archived as required.

The archiving service carries out the actual archiving on the basis of the marked message. Archived messages whose stubs remain can be recognized by an icon in the mailbox folders.

2.3 Retrieve Messages

To retrieve messages, users can mark the corresponding stubs. This can be done via the specific menu and menu bar entries (asynchronous). To retrieve a single message it is enough to double click the stub (synchronous).

Retrieval is carried out automatically by the archiving service. This allows access to messages that were left as stubs in Notes or Exchange. Retrieval is carried out in the original mailbox folder.

To retrieve the message that has been completely deleted, users can use the "Archive query" function.

2.4 Archive Query

If archived messages have been completely deleted (corresponding administrative setting), retrieval is carried out via a qualified search. Users formulate their archive query via a dialog that is integrated in the system. A hit list is created in the search results. Users mark the required message(s) for retrieval.

Retrieval is carried out in the original folder of the respective message.

2.5 Delete Mechanisms after Archiving

iQ.Suite Store for Lotus Domino and Microsoft Exchange offers the possibility of deleting archived documents in order to reduce the storage requirements and optimize performance.

An iQ.Suite Store process checks all archived/retrieved documents cyclically to ensure that the delete conditions defined in the configuration are fulfilled. There are three levels:

1. Delete attachments
2. Delete attachments and text content
3. Delete entire document

The three levels can run sequentially.

3 FAQ

- **Which documents are archived?**

  In the configuration it is defined for each screen, in other words, each document type when and how the archiving process stores a document. Archiving is carried out cyclically according to rules and conditions.

  If manual archiving is enabled in the user configuration, you can also store a document in the storage/archive system before the regular cycle.

- **Are archived documents completely deleted?**

  Not necessarily; there are three delete levels: delete attachments, delete attachments and text content, and delete the entire document. Which of these delete alternatives is enabled and when are defined centrally and user-specifically in the iQ.Suite Store configuration.

- **If an e-mail was sent to several addresses, is it also archived several times?**

  iQ.Suite Store therefore offers the Single Instance Archiving functionality. The utilized savings potential lies in the single archiving of multiple document attachments. It does not matter whether an attachment has been sent to or received by several recipients (even under different names) or if it was sent in a different context. The single instance method used by iQ.Suite Store is based solely on the binary equivalence of document attachments.

- **Can mobile users also archive their documents with iQ.Suite Store?**

  Yes, Web Access is supported. Browser access to the application database provides the most important user functions. Another alternative is using the offline functionality. In this case you work with a replica of your database. Either you have a sub-set of your archived data in an "offline storage system" and can immediately retrieve the document as required. Or you send your requests offline. These are stored until the next time you establish a connection and are then processed immediately and provided as a replica.

- **Can iQ.Suite Store be used in a cluster environment?**

  Yes – iQ.Suite Store supports cluster environments.

4   About GROUP Technologies AG

GROUP Technologies AG is a leading provider of secure, process-oriented, legally compliant e-mail management solutions that enable organizations of any size to centrally integrate e-mail communication into their business processes and at the same time ensure that the entire e-mail process remains in compliance with current governmental and industrial regulations. GROUP's core solution iQ.Suite provides a powerful and flexible infrastructure for processing, storing and managing e-mail from its creation to its disposal. Its comprehensive functionality includes virus and spam filtering, data and content scanning, encryption, classification, automated archiving and intelligent retrieval of messages and their attachments. iQ.Suite simultaneously implements the highest-possible security standards and boosts the efficiency of the entire organization. The organization and its decision-makers are effectively safeguarded against the threat of fines resulting from the inadvertent violation of mandates such as data security regulations and product labeling requirements. GROUP's customers include numerous international businesses including ABN AMRO, Allianz, Deutsche Bank, Ernst & Young, Honda, Heineken, Miele, the Sparkassen and Volksbank organizations and many others.

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