

# A Review of MessageSolution Enterprise Email Archive and Enterprise File Archive

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**An Osterman Research Review**

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## Executive Summary

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### THE BUSINESS CASE FOR ARCHIVING

Businesses receive, generate and store enormous amounts of information. According to an analysis from the University of California at Berkeley several years ago, 93% of all information today is created in an electronic format. Further, more than 70% of that information is never printed. The vast majority of business information is generated by, and stored in, a large number of applications, including corporate email systems, personal Webmail systems, the World Wide Web, instant messaging systems, wikis, blogs, customer relationship management systems, Web conferencing systems, image-processing systems, inventory systems, DVDs, video tapes, audio sources (e.g., Podcasts) and a wide variety of other applications. Unified communications will make the problem significantly worse as it adds additional data to the already crowded mix.

Most organizations cannot adequately access the information they possess because they lack the appropriate search tools to retrieve these internal information sources. The result is that most organizations are inadequately prepared for appropriate corporate governance or legal actions. For example, in roughly 75% of legal actions in the United States, email must be produced as part of the discovery process, an issue that is now much more important because of the new amendments to the Federal Rules of Civil Procedure (FRCP) that took effect on December 1, 2006. Further,

organizations must search a wide variety of other data repositories as well, including file servers, PCs, and other sources of electronic data. This creates requirements not only to archive information, but also to search across all of an organization's data stores to find the information that employees need to do their jobs and satisfy other requirements.

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What organizations need in order to satisfy corporate governance, e-discovery, regulatory compliance and knowledge management requirements, therefore, is a robust archiving system that can archive all necessary content, make it accessible through a robust search and retrieval interface, and deliver it in the form in which it is needed.

### ABOUT THIS WHITE PAPER

This white paper provides Osterman Research's review of MessageSolution's Enterprise Email Archive and Enterprise File Archive. It does not review the offerings from the standpoint of a "bakeoff" in which they were compared in a laboratory environment with other solutions. Instead, this review was written to discuss the features and functions of Enterprise Email Archive and Enterprise File Archive in the context of how well they can satisfy requirements for the archiving of messaging and other content, particularly in the

context of the most serious problems facing organizations today. Further, our goal was not to discuss every feature offered by MessageSolution, but instead to focus more on the distinctives that MessageSolution offers relative to other offerings.

## Problems and Solutions

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### OVERVIEW

Osterman Research conducts extensive and independent research in the messaging and archiving space, asking decision makers and influencers about the problems they experience in managing messaging systems and how they want to address these problems. This section of the product review focuses on the most critical messaging management problems that Osterman Research has uncovered in its research, and how MessageSolution's archiving software has been architected to address these problems.

In a study conducted by Osterman Research in April 2008 (without funding from, or participation by, MessageSolution), we asked messaging-oriented decision makers in North America about a laundry list of problems that they experience in managing their messaging and Web systems. Respondents were to rate each problem on a scale of 1 (no problem at all) to 5 (a very serious problem). We found that of the top ten problems (those rated a "4" or "5"), six were related to issues that could be directly addressed by a robust archiving system.

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### PROBLEM 1: GROWTH IN EMAIL STORAGE REQUIREMENTS

Growth in email storage has been identified in numerous Osterman Research surveys over the past two years as the most serious messaging management problem facing organizations. In this particular survey, we found that 58% of decision makers considered it to be a serious or very serious problem, a result that is very consistent with the other surveys that we have conducted that have asked this question.

MessageSolution directly address these problems using a variety of techniques, including completely automated file compression, single instance storage, and automatically offloading data to less expensive secondary storage. The result is that storage requirements can be reduced by roughly 75%, although even greater storage reductions have been achieved.

## **PROBLEM 2: EMAIL CONTINUITY/DISASTER RECOVERY**

Email continuity and disaster recovery was mentioned by 48% of decision makers as a serious or very serious problem because of the critical nature of email. For example, in a May 2008 Osterman Research survey we found that nearly one in five email users spends more than 50% of their workday doing something in their email client, while 23% of email users find that more than one-half of the information they need to do their job is somehow tied up in email. This means that email is absolutely critical in helping many employees to do their work, rendering them much less productive when email is unavailable.

By migrating older email content to archival storage, MessageSolution Enterprise Email Archive can improve not only email server performance and scalability, but also the reliability of email servers. Further, by migrating content to archival storage, restoration of an email server after a hardware failure will be much more rapid, improving email continuity and service-level agreement performance. Data stored in Enterprise Email Archive and Enterprise File Archive can always be accessed, even when the primary email or file server has failed.

## **PROBLEM 3: INADEQUATE EMAIL ARCHIVING**

Osterman Research found in the April 2008 survey that “inadequate email archiving” was cited by 48% of decision makers as a serious or very serious problem. Osterman Research has found that many organizations that have deployed archiving technology have not been satisfied with the performance of their solutions for a variety of reasons, including inadequate scalability, poor search performance, etc. Further, some solutions are more suited to improving storage management than e-discovery, or vice versa. This has created a fairly significant market for archiving solutions as replacements for earlier generation systems that did not live up to the expectations placed on them.

MessageSolution Enterprise Email Archive and Enterprise File Archive have been designed from the ground up to be highly scalable solutions with a broad feature set aimed at a diverse set of requirements, including regulatory compliance, litigation support, e-discovery, storage management and knowledge management. MessageSolution Enterprise Email Archive provides comprehensive indexing of all messages, attachments and metadata during the initial indexing phase, as well as extremely fast searches across very large archived data sets. Further, Enterprise File Archive supports more than 400 file formats.

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#### **PROBLEM 4: LARGE ATTACHMENTS SENT THROUGH EMAIL**

The April 2008 survey found that 43% of decision makers consider large attachments sent through email to be a serious or very serious problem. Further, the May 2008 Osterman Research survey mentioned above found that 29% of emails sent through corporate email systems contain attachments, and that emails with attachments account for just under 96% of total email volume.

MessageSolution Enterprise Email Archive addresses this problem by using true single instance storage of emails and attachments. This can dramatically reduce the load on email servers, as well as on storage and bandwidth requirements, improving the efficiency of the existing infrastructure and improving message delivery times.

#### **PROBLEM 5: STORAGE OF EMAIL FOR COMPLIANCE PURPOSES**

The next major problem, cited by 36% of decision makers, is the storage of email for compliance purposes.

MessageSolution Enterprise Email Archive and Enterprise File Archive address compliance issues directly – they are purpose-built to help organizations satisfy the wide and growing array of regulatory requirements that organizations face, including SEC and FINRA regulations for broker/dealers and related firms, HIPAA requirements for healthcare-related firms, and the variety of other regulations faced by organizations of all sizes. They offer robust and diverse search capabilities, including fuzzy search and search of character-based languages such as Chinese, Arabic, and Japanese, among many other search capabilities.

Unlike virtually all other on-premise archiving solutions, MessageSolution Enterprise Email Archive supports the three leading corporate messaging platforms.

#### **PROBLEM 6: USERS COMPLAINING ABOUT MAILBOX QUOTAS**

Our research found that 34% of decision makers cited users complaining about mailbox quotas as a serious or very serious problem. Numerous Osterman Research surveys have found that quotas are a thorn in the side to IT administrators and end users alike. Further, because roughly three in five mid-sized and large organizations impose email system quotas, most users must spend up to an hour each week maintaining content in their email clients in order to stay below the quota limit.

MessageSolution Enterprise Email Archive and Enterprise File Archive, by automatically migrating content from email and file servers to archival storage and replacing messages with stubs, effectively eliminate the impact of quotas. This relieves users of the housekeeping chores they would otherwise have to undertake, and it frees IT administrators from user complaints about mailbox quotas.

## SOLVING OTHER PROBLEMS

While MessageSolution Enterprise Email Archive and Enterprise File Archive address all of the most serious archiving, compliance and storage-related problems discovered in our research, they address a number of other critical problems, as well:

- **Integrated capabilities**

MessageSolution's Enterprise Email Archive and Enterprise File Archive allow both archived emails and archived files to be searched and accessed through a single Web-based console. Further, through the systems distributed archiving capabilities, users can easily find data on multiple servers located anywhere in a wide-area network.

- **Support for multiple platforms**

Unlike virtually all other on-premise archiving solutions, Enterprise Email Archive supports the three leading corporate messaging platforms (Exchange, Domino and GroupWise), as well as Scalix, Postfix, Kerio, Qmail, Sendmail, iMail, MDAemon and other platforms. This is a key advantage relative to most other archiving solutions. Further, Enterprise Email Archive and Enterprise File Archive are compatible with Windows, Linux and Solaris operating systems.

- **High-speed search capability**

Many archiving solutions simply cannot search through terabytes of data rapidly. However, because email storage is growing at roughly 30% annually, the volume of archived content, even in mid-sized organizations, is reaching gigantic proportions. MessageSolution Enterprise Email Archive and Enterprise File Archive have been designed to search vast amounts of data and billions of messages very quickly with the proper hardware, resulting in average search times of a few seconds when combing through millions of messages. The retrieval process is faster still, supplying end-users with their email or attachment of choice from hundreds of millions of messages in sub-seconds.

MessageSolution Enterprise Email Archive and MessageSolution Enterprise File Archive include a migration tool that will centralize existing local archive files so that they are accessible for e-discovery, regulatory compliance and other purposes.

- **Centralized archives**

The vast majority of organizations allow users to store information in local message stores, such as local hard disks. However, only 31% of these local message stores are backed up to a central location and are accessible to the organization at large for long periods of time.

Enterprise Email Archive includes a migration tool that will centralize existing local archive files so that they are accessible for e-discovery, regulatory compliance and

other purposes. This is an important capability that will permit organizations to more thoroughly address all of the archiving requirements they will face.

- **Archive security**  
Enterprise Email Archive and Enterprise File Archive do not allow archived data to be accidentally deleted, nor do they allow archived content to be accessed by unauthorized users. Archived content is stored in a binary format so that it cannot be viewed in plain text.
- **Multiple access modes and flexibility**  
Archived content can be accessed from within Outlook, Notes, OWA, DWA, Blackberry devices, Web browsers and even offline. Further, users can set archiving policies based on mailbox folders, such as sent items, calendar entries, contacts, etc.
- **Migration back to original formats**  
Archived files can be migrated back to their original file formats if required by administrators, legal counsel, a court or others.
- **Remote deployment**  
MessageSolution's unique architecture design frees its engineering support team from the traditional time-consuming and expensive process of onsite installation. Removing extraneous costs, hassles, and time for businesses, MessageSolution's support engineers can effectively install and deploy Enterprise Email Archive and Enterprise File Archive remotely.
- **Low cost**  
MessageSolution prices Enterprise Email Archive and Enterprise File Archive much less expensively than many competing solutions. Further, the design of the offering, particularly its remote support capability that reduces installation requirements and eliminates costs associated with on-site installation, can reduce IT-related support costs.
- **Analysis and audit capabilities**  
Enterprise Email Archive 5.6 offers a number of new features focused on helping organizations to perform legal analysis of archived messages, a growing requirement because of the greater use of archiving for e-discovery purposes. Among these capabilities are annotation capabilities for emails within search groups, litigation hold capabilities, automated classification archiving and search capabilities, and email tagging. Version 5.6 also offers improved internal audit capabilities with enhanced archiving status reports, graphic capabilities for classified reports and message analysis with directional graphics.

The company opted for MessageSolution's Enterprise Email Archive 5.0, which provided the litigation hold and e-discovery features the company required immediately.

## Case Studies

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### US FURNITURE PROVIDER

This company is one of the top 100 furniture chains in the United States and currently supports in excess of 1,800 mailboxes. The customer began as a family-owned furniture store and currently features multiple physical locations within the Midwest and the West Coast, along with an online store.

The company faced a variety of problems related to its use of email, such as the need to provide support for its litigation efforts, including placing legal holds on data; a significant volume of email-related storage that it had to manage; and regulatory compliance obligations. Making the situation more difficult was the fact that the company was already involved in a lawsuit.

The lawsuit left the company unprepared for the impact that it would have on the corporate email system. Prior to deploying an archiving system, the company had already been journaling its Exchange Server content for more than a month, resulting in storage of 1.3 million messages that slowed the Exchange server dramatically, creating large mail queues. The situation was so extreme that the legal team was afraid the company would not be able to archive their messages in time to meet its litigation deadlines.

The company opted for MessageSolution's Enterprise Email Archive 5.0, which provided the litigation hold and e-discovery features the company required immediately. Further, the storage optimization and compliance-readiness features the company needed for the long term were also provided by the solution. MessageSolution also provided the personalized support the customer needed in order to meet their litigation

deadline: MessageSolution's support engineers installed Enterprise Email Archive software and began the task of migrating the customer's messages to the archiving server. MessageSolution engineers assisted throughout the migration process, monitoring the customer's system 24 hours a day, 7 days a week.

Using stubbing to replace files stored on Exchange servers, coupled with the true single-instance storage capability, allowed the University to reduce email storage requirements by more than 75%.

### HONG KONG UNIVERSITY

The Hong Kong University School of Professional and Continuing Education (SPACE) has 1,200 email boxes for its 900 full-time staff members and 2,000 part-time teachers. The University itself supports 20,000 full-time students and was experiencing a common problem among organizations of all types – email storage that was excessive and difficult to manage.



The University deployed Enterprise Email Archive for Exchange and was able to take advantage of the single-instance storage provided in the system. Using stubbing to replace files stored on Exchange servers, coupled with the true single-instance storage capability, allowed the University to reduce email storage requirements by more than 75%.

## **CHERY AUTOMOBILE**

Chery Auto is among the largest consumer automobile manufacturers in China, producing and selling sub-compact to full-sized passenger cars internationally. Chery currently has 23,000 employees and uses IBM Lotus Notes/Domino as its email system.

The company's email system is used to send large attachments, including legal documents, blueprints and other content. As a result, email storage was growing out of control and placed an excessive workload on the company's Domino servers.

Chery deployed Enterprise Email Archive for Domino Server to dramatically reduce its storage requirements. This improved the efficiency of their Domino servers by removing the bulk of the email volume and archiving it separately from the messaging server. The transparent process allowed employees to continue to access their historical emails and attachments through stubs to archived content. Offloading data from Domino servers also created appreciable savings in storage costs for the company.

Along with stubbing, Enterprise Email Archive™ delivered the compression and de-duplication technology Chery Auto needed to decrease the size of their archived communications. MessageSolution combined single-instance archiving of emails and attachments with high in-process compression rates to shrink Chery Auto's storage volumes to one quarter of its original size.

## **Osterman Research's Assessment of Enterprise Email Archive and Enterprise File Archive**

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There are a large and growing variety of email and file archiving solutions available in a variety of form factors, for organizations of varying sizes and at different price points. Many of these archiving solutions offer robust performance and good value, and are able to satisfy the regulatory compliance, e-discovery, litigation support, storage management and knowledge management requirements of many organizations.

That said, our review of MessageSolution's Enterprise Email Archive and Enterprise File Archive leads us to the conclusion that these solutions are among the most complete archiving solutions currently available, that they can satisfy a diverse set of requirements that will positively impact virtually all constituencies in an organization, and that they should be on any organization's "short list" of archiving solutions to be considered.

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