

# Compliant Email Archiving & eDiscovery FAQs



## 1. Why archive?

In the wake of increased costs and complications of electronic document supervision in storage, compliance and electronic discovery— MessageSolution presents Enterprise Email Archive (EEA), a secure, easy-to-use, cost-effective and high-performance email archiving solution. EEA dramatically reduces the cost and complexity of email storage, archiving, and discovery which allows organizations to mitigate risks associated with compliance and legal eDiscovery, storage optimization, information retention and protection, disaster recovery, operational efficiency and more.

MessageSolution EEA provides easy, fast and secure access to archived messages directly from Outlook, Lotus Notes & GroupWise email clients. Our solution is also compatible with multiple operating systems (including Windows, Linux & Solaris platforms). We deliver hierarchical storage optimization and features like data reduction and storage management. End-users can easily access their individual archives without IT assistance and administrators can easily search through massive quantities of emails and immediately locate and access archived data.

## 2. Does the solution provide for business continuity, resilience and disaster recovery implementation scenarios – failover, replication, load balancing, etc?

Yes, many disaster recovery and backup options are included in the solution from the flat file, backend design and replication options. EEA can recover data back to the primary data to restore only a single server.

## 3. How easily can capacity be added to solution? What would the timeframe look like?

MessageSolution software is highly scalable; in fact, we are currently the industry-leader in scalability. However, because of its unique back-end design, increasing the EEA capacity is fast and effortless. Once the requisite number of licenses have been purchased, system administrators can instantly manage archived and un-archived mailboxes by checking or un-checking the archiving option after each user. Since licenses are not specific to a particular user, turning off the archiving for one mailbox will free up that license for another mailbox. No additional hardware is required.

## 4. How do you add capacity to the EEA solution; specifically the need for additional storage space and requirement to archive more mailboxes?

Any available storage space from an UNC or absolute path can be designated as additional archive storage. Multiple repositories are simultaneously supported for large amounts of data. Archiving for additional mailboxes is a simple matter of purchasing additional licensing from your savvisdirect Management Console and having the system administrator select the desired mailbox(es) for active archiving in the administrator EEA console.



**5. Please elaborate on any other documentation that provides training or help with becoming more adept at using the proposed solution?**

Detailed MessageSolution manuals are available for both end-users and administrators. These manuals provide step-by-step instructions for the functional uses and configurations for the EEA. In the case of personnel changes within the IT department, continuing administrator training is available upon request.

**6. Does MessageSolution use any third party software?**

Unlike our competitors within the archiving market (including Symantec and Autonomy), MessageSolution platforms do not hire additional third party software/vendors. Other solutions, including Symantec and Autonomy, require costly SQL database licensing. While SQL databases are extremely efficient for certain types of linear data (like spreadsheets), they are not as efficient for unstructured data such as files and emails. Instead of using vertical SQL databases, our solutions utilize a built-in database specifically optimized for unstructured data.

**7. How do you configure company retention policies under each organization's "Archiving Policy"?**

Use the "Archive Status" to show the ongoing or most recently completed Real-time Archiving, Scheduled Archiving, or Mailbox Manager processes. It shows start and end time of that process, the number of emails being archived for Real-time Archiving/ Scheduled Archiving and the number of mailboxes being managed for Mailbox Manager.

**8. What Distinguishes MessageSolution Archiving Software?**

MessageSolution Enterprise Email Archive is powered by a built-in full text search engine and database that search through millions of emails across global locations and data centers within seconds. No SQL server is required.

**9. Can the solution provide tiered configuration of security administration, so group of administrators could do such tasks as add or remove user authority from various groups, within compromising all administration's security functions?**

Specific Admin roles can be configured to help delegate permissions:

- System Admin
- Config Admin
- Report Admin
- Delegated Search Users

Visit us online at [www.savvisdirect.com](http://www.savvisdirect.com) to learn more, or call us at 877.720.3429.

