Minimize e-mail risk and streamline compliance and discovery

DB2® Information Management Software

IBM

IBM e-mail archiving solution: maximize the value of your e-mail investments.

An innovative solution that helps to minimize costs and risks, control mailbox size, and streamline compliance and discovery

ON DEMAND BUSINESS™

Overburdened communications systems?

To those who use them, e-mail systems are critical channels of communication.

But to those who administer them, e-mail systems introduce many new challenges. How can you comply with the growing legal discovery and regulatory demands surrounding these systems? Or manage their rapidly expanding volume of messages? Or control their mounting costs?

As e-mail messages multiply, they can quickly overburden servers, slow application performance and make critical information difficult to find. In addition, system upgrades take considerable time and effort. In turn, IT resources are overwhelmed maintaining current systems instead of focusing on making improvements to ensure a competitive advantage.

Easing the pain with e-mail archiving

Efficient e-mail archiving can solve these problems. But no one solution is right for every company. That's why IBM offers an integrated flexible solution that can be deployed seamlessly to cost-efficiently deliver the benefits your particular organization needs.

More importantly, the IBM e-mail archive solution can easily become a part of your existing enterprise content management (ECM) strategy. This allows you to grow as your business needs evolve, on demand.

Said industry analyst Gartner in a report on ECM, "IBM is the only powerhouse vendor that has a significant leadership position in ECM. Its ECM product suite—a comprehensive and integrated solution for a business to build out its content infrastructure—is anchored by its IBM DB2® Content Manager (instrumental for archival and fixed-content applications), but has all the key ECM elements."

The right elements for an e-mail archiving solution can transform the way you work to significantly improve productivity, streamline compliance. At the same time, you can extend and leverage your existing information investments. IBM offers business value that enables you to:

- *Minimize legal discovery costs.*
- *Search and discover full e-mail content even if it's years old.*
- *Help meet compliance requirements with centralized and certified records management.*
- *Obtain virtually unlimited mailbox space while limiting costs.*
- *Dramatically reduce storage.*
- *Manage all types of digital information cost-effectively.*
- *Maximize storage flexibility while minimizing costs.*
- *Grow your business with scalable protection.*

Let's look at each of these benefits in more detail.

Minimize legal discovery costs

Requests for legal discovery related to e-mail messages are increasing in frequency and carry a large cost exposure:

- *Five U.S. banks were fined $1.25 million each for being unable to retrieve subpoenaed e-mails – which were stored on backup tapes.*
- *One Fortune 500 company had to spend $750,000 to find subpoenaed e-mails in an archive.*

An IBM e-mail archive management solution moves e-mail from the messaging system to a secure, central repository that is accessible by authorized users. This repository can scale to virtually unlimited size. No matter how large the repository becomes, IBM e-mail search technology is designed to conduct accurate, fast, and flexible searches, and enable substantial savings in legal discovery costs. Here's how it works:

"We have been able to stabilize the growth of our Lotus Notes database without impacting our users, and this saved us a few server upgrades that we would have faced otherwise."

–Fabrice Thual, Lotus Administrator, Canadian National Railroad

Search and discover full e-mail content even if it's years old

The IBM solution can be directed to capture and archive all incoming and outgoing e-mails before they actually reach the recipient. This ensures that the e-mail is stored in its original form and the user cannot manipulate it. The solution then creates a thorough index of e-mail contents and applies time-based retention and destruction rules, making it possible for businesses to easily comply with strict corporate or government regulations, while keeping associated operational costs down.

This archiving process is transparent to users and automated by the critical component of the solution, IBM DB2 CommonStore for Lotus® Domino® or IBM DB2 CommonStore for Exchange Server. Users continue to use their mail client interface, or a Web access client interface, as they did before.

Authorized users (such as auditors or compliance officers) can do a cross-mailbox search by more than just keywords, names and dates. IBM e-mail search technology enables them to also leverage phrases, Boolean logic, proximity search, fuzzy search and wild cards. These options are a critical time-saver during legal discovery. In addition, automatic deletion of e-mails can be suspended if they are part of an investigation. It is also possible to export found e-mails so that they can be handed over to an external investigator.

Help meet compliance requirements with centralized and certified records management

The IBM e-mail archive management solution can also combine e-mail archiving and records management by taking advantage of integrated IBM DB2 Records Manager technology. Since e-mail messages are a type of corporate records, it makes sense to manage both of them according to the same central plan. This can enable your organization to:

- *Automate record keeping, managing, retaining, and disposing of e-mails, attachments and messages based on policies set to comply with regulatory, legal and corporate requirements. This "touchless records management" from IBM can help companies achieve compliance more quickly and easily.*
- *Gain detailed access reporting and audit trail capabilities to help ensure compliance requirements are met.*

As industry analyst Gartner says, "Companies with records management systems should give preference to e-mail archiving vendors that provide integration with that system." IBM offers industry-leading integration that can:

- *Make users more productive since information is readily available.*
- *Reduce complexity since information can be accessed even if it's stored across multiple repositories.*
- *Lower costs since companies can extend and grow their infrastructure as their business needs evolve, on demand.*

Obtain virtually unlimited mailbox space while limiting costs

The IBM e-mail archiving solution can be set to move older, inactive documents from user mailboxes to an external archive. Therefore storage on mail servers is significantly reduced. Users can take advantage of virtually unlimited mailbox space, and can also work smarter and faster because application performance is enhanced, while system backup and restore times are reduced.

Meanwhile the organization can benefit from information lifecycle management (ILM). Older information can be set to automatically move to less-expensive storage media as it becomes less useful and critical. The result can be substantial savings.

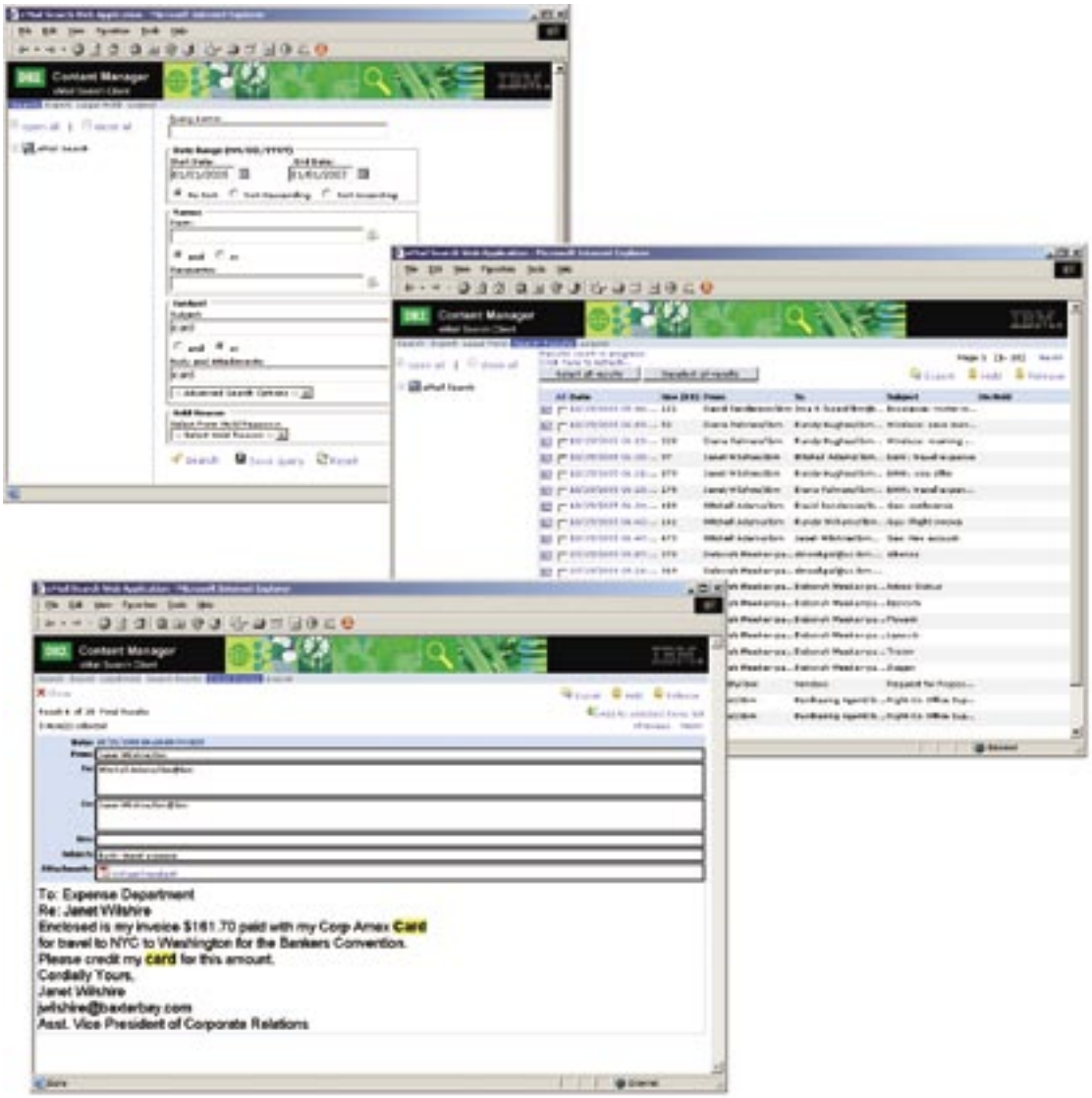
What's more, archiving provided by IBM CommonStore is transparent to users. They continue to use their mail client interface, or a Web access client interface, without necessitating extensive learning curve. Archived messages look like they're still in the mailbox. Retrieving them is as simple as clicking on them. Users no longer have to make local copies of archived messages to work with them, or delete messages to stay within a limit.

Best of all, users can conduct a full text search of their current and archived correspondence, and all attachments, directly from their e-mail client.

Dramatically reduce storage

Another feature of IBM CommonStore is called Single Instance Store, and further reduces storage needs. If a message with a large attachment is sent to many people, only a single copy is stored. This feature, teamed with the IBM archiving and compression functionality enables a dramatic reduction in the volume of e-mail storage.

Canadian National Railroad, for example, used its IBM solution to reduce server storage by 60 percent, or 350 gigabytes. Said Canadian National Railroad Lotus Administrator, Fabrice Thual, "We have been able to stabilize the growth of our Lotus Notes® database without impacting our users, and this saved us several server upgrades that we would have faced otherwise."



Search by more than names, dates and keywords. IBM search technology lets users employ phrases, Boolean logic, proximity search, fuzzy search and wild cards to find the right information at the right time.

Another benefit of an IBM e-mail archive solution is that it integrates with both IBM Lotus Domino and Microsoft Exchange and preserves the original message formats of those systems instead of transforming them to other formats. Specific elements like Notes buttons or Notes database links are preserved during archiving and restoration, maximizing document fidelity. It can also archive other messaging system elements such as Domino database documents and calendar items.

Manage all types of digital information cost-effectively

Since the IBM e-mail archiving solution is based on IBM DB2 Content Manager, it goes far beyond archiving e-mails. It can enable you to quickly capture and manage a range of information formats, including documents, Web content and multimedia assets. Your organization can choose to leverage this information using a wide variety of access points, including portals, Web browsers, mobile devices or application clients, to improve productivity.

What's more, because messages and attachments are in a central repository rather than individual mailboxes, they can be made available to customer relationship management (CRM) and other business applications. This reduces costs and enhances customer satisfaction and loyalty because questions can be quickly answered.

Maximize storage flexibility while minimizing costs

The IBM e-mail archiving solution supports more than 600 IBM and non-IBM storage devices. This gives you the flexibility to migrate older content to less-costly disk or tape media, lowering your total cost of ownership (TCO). Yet users can still access content from standard client interfaces, without changing to a different application or involving system administration.

Grow your business with scalable protection

In some industries, data needs to be stored in a nonerasable and nonrewritable format. Even in industries where such storage is not required, its use is increasingly regarded as a "best practice" by auditors. That's why IBM developed the award-winning IBM System Storage™ DR550 storage system, deemed compliant with SEC 17a-4 by independent consultants.

The DR550 is preconfigured and integrated to help store, retrieve, manage, share, and secure regulated and nonregulated data. Using the features of IBM System Storage Archive Manager, the DR550 is designed to offer automatic provisioning, migration, expiration and archiving capabilities, while minimizing the need for manual intervention.

The DR550 can scale with an organization to as much as 89 terabytes in physical disk capacity, while supporting petabytes of storage with attached WORM (write-once, read many) tape, which helps the DR550 to deliver dramatically lower overall storage costs than disk-only alternatives.

The DR550 also offers a suite of software tools for policy- and event-based data management. It supports data encryption for both disk and tape storage, helping to enhance security. A high-availability option is designed to avoid a single point of failure. And to further protect data against disaster, optional data replication can take place between local and remote sites. Overall, the DR550 is designed to help deliver streamlined compliance and operational efficiency, with peace of mind.

The bottom line of e-mail archiving

Manage your risks. Streamline compliance. Improve productivity. Leverage and extend your existing information assets. Achieve virtually unlimited mailbox size. Reduce costs.

Ask for a demonstration to see how the IBM e-mail archiving solution can maximize the value of your e-mail technology investments.

For more information

Please contact your IBM representative or an IBM Business Partner, or visit: **ibm.com**/software/data/cm/solution_emailarchive.html

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02-06
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G507-1562-00