

Proofpoint TechBrief: Email Archiving and Exchange 2010



Will Microsoft Exchange 2010 eliminate the need for third-party email archiving solutions? As you may have heard, Microsoft is including “archiving” features in Exchange 2010. While this functionality may be sufficient for some organizations, there are many gaps between the basic email retention features included in Exchange 2010 and the true archiving and eDiscovery needs of most enterprises. Proofpoint ARCHIVE™ greatly extends the email retention features promised in Exchange 2010, delivers the robust features and performance that enterprises truly require and makes those features available today, without requiring an upgrade to the 2010 platform.

does Exchange 2010 eliminate the need for third-party archiving solutions?

Proofpoint is actively working on adding Exchange 2010 support to Proofpoint ARCHIVE, our SaaS email archiving solution, because we strongly believe that most organizations will continue to need a full-featured email archiving solution. Consider the following:

- The storage management capabilities of having a secondary “archive” mailbox (the “personal archiving” feature of Exchange 2010) only work if every user is upgraded to Outlook 2010, which isn’t yet shipping and represents a significant rollout and training project.
- Upgrading to Exchange 2010 (especially from Exchange 2003, the version used by most companies are today) is also an extremely time and resource-intensive project. Proofpoint ARCHIVE lets organizations realize the benefits of email archiving today.
- The model of keeping everything in the mail system is only cost-effective if companies change their storage technology, management practices and backup methodology. Most organizations won’t do that, so it will still be less expensive to keep older content (or items subject to a hold that need to be retained for long periods) in a third-party archive than to retain them in Exchange.
- Exchange 2010’s legal hold puts a hold on an entire mailbox, which may be too broad for many organizations.
- Most organizations do not enable full-text indexing in Exchange as it creates significant load on the Exchange server and provides little end-user benefit, given that Outlook provides the same functionality using desktop resources. Exchange 2010’s multi-mailbox search only works if full-text indexing is enabled for all mailboxes.
- Exchange 2010’s multi-mailbox search is a batch search model that can take hours to execute, so it’s still not a practical tool for conducting investigations for early case assessment.
- Exchange 2010’s multi-mailbox search simply copies search results to another mailbox. Extracting this mail to PST files is still an onerous task for IT admins.
- Exchange 2010 doesn’t provide a supervision process, so regulated broker dealers still need a more robust compliance solution such as Proofpoint ARCHIVE.

business problems solved by email archiving

Organizations deploy archiving solutions to address three main business problems: Storage management, legal discovery and compliance.

For some organizations, Microsoft’s solution may help address some storage management challenges. However, legal discovery seems to be the most pressing driver for recent archiving deployments—and Exchange 2010 only addresses the most basic of legal discovery scenarios. Finally, Exchange 2010 does not address the compliance concerns, particularly for SEC regulated firms, so these organizations clearly need a third-party archive.

Let’s take a closer look at how Exchange 2010 addresses storage management and legal discovery needs.



About Proofpoint ARCHIVE

Proofpoint ARCHIVE™ is an on-demand email archiving solution that addresses three key challenges—email storage management, legal discovery and regulatory compliance—without the headaches of managing an archive in-house. As a Software as a Service (SaaS) solution, it can be up and running in days, with minimal upfront capital costs and planning. And because Proofpoint takes care of everything from storage to security issues, the archive can be easily managed by your existing messaging IT staff. Proofpoint ARCHIVE can be used by any enterprise that uses the Microsoft Exchange email server.

Learn More about Proofpoint ARCHIVE Email Archiving: A Proactive Approach to eDiscovery

This whitepaper discusses the key eDiscovery challenges facing legal and IT departments today, including the impact of regulations such as the Federal Rules of Civil Procedure (FRCP) and how email archiving technology can help your organization be better prepared:

<http://www.proofpoint.com/id/email-archiving/index.php>

Email Archiving: Realizing the Cost Savings and Other Benefits from SaaS

This whitepaper discusses how SaaS email archiving can greatly reduce costs—without sacrificing the security of your organization’s most valuable data:

<http://www.proofpoint.com/id/saas-email-archiving-costs-whitepaper/index.php>

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a closer look at Exchange 2010

Storage Management

Historically, Exchange has been a very bad place to store large amounts of data. Exchange requires very fast drives and, as a critical business application, must run on fault tolerant storage (RAID). Older, less frequently accessed information can be stored on slower, less expensive storage and still meet business requirements, but Exchange had no way to isolate new mail from older content. In addition, backing up large amounts of data from Exchange makes large message stores very difficult for IT.

2010 Storage Improvements: While Microsoft hasn't done much to allow for the isolation of current mail from older mail in Exchange 2010, it has changed the underlying storage approach. Exchange can now use slower, low-cost disks for all storage. In addition, it can maintain several copies of message databases across servers (and even datacenters). This approach may drive the cost of core Exchange storage down enough that moving older content to another system isn't necessary. In addition, redundant databases may make frequent backups less necessary. Microsoft has removed the single instancing in their core databases, but have introduced compression as a way to optimize the data stores. It remains to be seen what the real-world benefits of these changes will be.

2010 Archive Mailbox: One of the features to support storage management is the addition of an "archive" mailbox for each user. This is intended to replace the use of local PST files. Moving older items to the archive mailbox also lightens the load on Exchange from opening large folders as users spend most of their time in an inbox that is automatically cleaned up (and moved to the inbox in their archive mailbox). As all data (primary and archive mailbox data) resides on the core Exchange server, it is subject to the storage costs and management considerations of the primary mailbox. Access to this archive mailbox is only supported in Outlook 2010 (not 2003 or 2007), so organizations must upgrade every copy of Outlook before they can activate this feature. The archiving features are part of the Enterprise Client Access License of Exchange, not the standard one, so additional license fees may apply.

Legal Discovery

In the area of legal discovery, there are 3 main goals that firms address with an archive:

- Enforcing consistent retention policies for email
- Providing a central place to impose a legal hold on data relevant to a case and
- Searching through email and collecting relevant items to produce to opposing counsel as part of an eDiscovery activity.

2010 Retention Tags: Exchange allows IT to setup rules that will tag messages with a classification that determines how long a message can be kept before the system deletes the message. Users can reclassify messages and the system learns from this reclassification to be smarter over time. While the cleanup process will delete messages when they reach the end of their retention periods, it doesn't prevent users from deleting messages before this time.

2010 Legal Hold: Exchange allows IT to apply a legal hold to a user's mailbox. When a user deletes mail (and clears their deleted items folder), the items move to a hidden folder (the dumpster). Normally the dumpster is deleted after 14 days, but when a legal hold is imposed on a mailbox, the dumpster for that mailbox will not be deleted.

2010 Multi-Mailbox Search: An administrator (or someone in the legal department) can use OWA to execute a multi-mailbox search. This is a batch process where they create a search and specify a mailbox to which the results should be copied. To use this search, companies must enable full-text indexing on Exchange, which has been known to create significant load (and is turned off by default). These searches can take several hours to complete. Search results are copied to a mailbox, not to PST files. Separate utilities (such as Export Mailbox) are required to actually export the search results from Exchange. Using Exchange as a temporary storage for results means that additional storage within the mail system is required to be able to collect items that will be reviewed.

Benefits of Proofpoint's SaaS Email Archiving Solution

Reliable, Redundant Storage

Proofpoint ARCHIVE delivers on-demand access to a redundant storage infrastructure that scales with your growing needs. And with Proofpoint managing everything, you don't have to worry about monitoring, provisioning storage, or backing up your archive.

High-speed Search, Guaranteed

Proofpoint is the only email archiving vendor that offers a search performance guarantee, ensuring reliable access to archived data in seconds.

Unlike in-house solutions that experience search speed degradations and require continual hardware upgrades as the archive grows, Proofpoint provides access to hundreds of servers, on demand.

Lower Total Cost of Ownership

Proofpoint's SaaS archiving solution takes advantage of a multi-tenant architecture model. You benefit from lower costs because the physical back-end hardware infrastructure is shared among many different customers. It also means:

- No significant upfront costs for storage
- Capacity can be incrementally increased without having to buy large blocks of storage
- Guaranteed high-performance, real-time search results on demand

Better Customer Service

Proofpoint delivers unsurpassed customer service and protection from unexpected service disruptions. We also guarantee:

- 24/7/365 technical support with prompt response to all issues
- Issues with hardware and appliances will be managed by Proofpoint
- Ongoing product enhancements and upgrades are included in subscription

Forensically Compliant Email Storage

To ensure data meets the highest evidentiary standards, Proofpoint guarantees that records cannot be deleted or altered once they have been archived.

Guaranteed Data Privacy

Proofpoint's patented DoubleBlind Encryption™ technology guarantees the security of your data, ensuring that no one outside your organization can access your archived data.

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