



# Email Archiving

Survey 2007

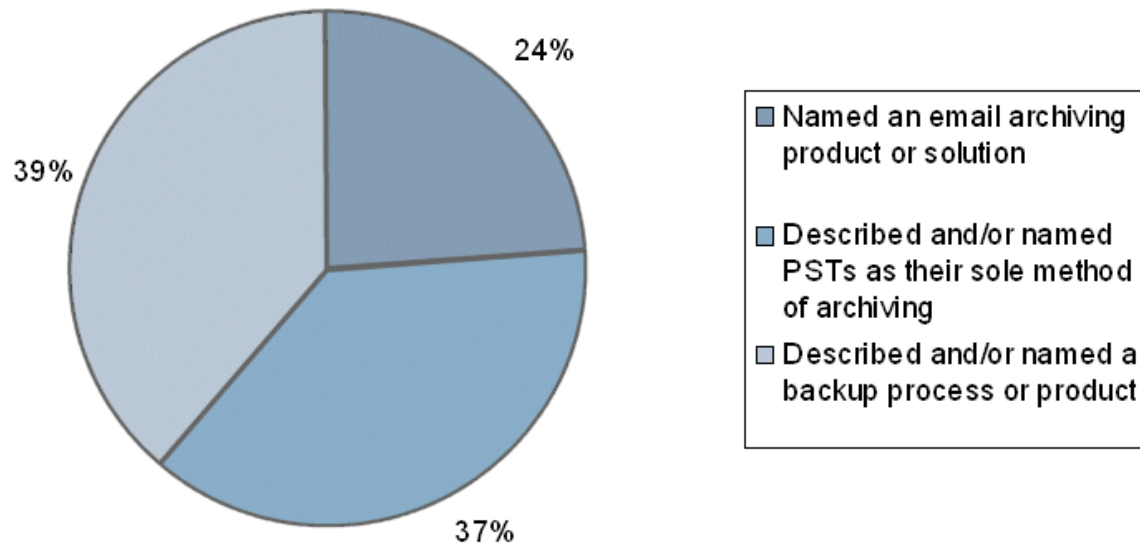


## About this survey

This email archiving and management survey of Redmond readers was commissioned by C2C and features 273 respondents from USA and Canada, including network administrators, system managers and other IT personnel from organizations of all sizes, who were asked questions pertaining to their company's email infrastructure and the methods they use to archive email data for long-time retention and to satisfy regulatory compliance requirements.

The data was gathered from April 16 – May 2, 2007.

Describe your email archiving solution:



What does this tell me?

1. 37% are still under the impression that using PSTs is the same as email archiving (see page 6 for more detail).
2. That even more confuse backup and email archiving. Backup is a snapshot of the email system. The backup set is rarely held for more than 90 days before it is overwritten. According to Microsoft 42% of backups fail, so a backup is not guaranteed to be perfect at any date.

**Email archiving is a perfect copy of an email that can be accessed directly by appropriate operators and end users for as long as required, either by law or by your organizations own email retention policy**



## What is important to you when considering email system recovery and data re-acquisition?



We all know that it is essential to bring back the email system as fast as possible so users can get on with their activities and business continues as normal.

Nevertheless with many email archiving solutions the complexity of recovery, especially when using SQL based technologies, can make restoration difficult and slow.

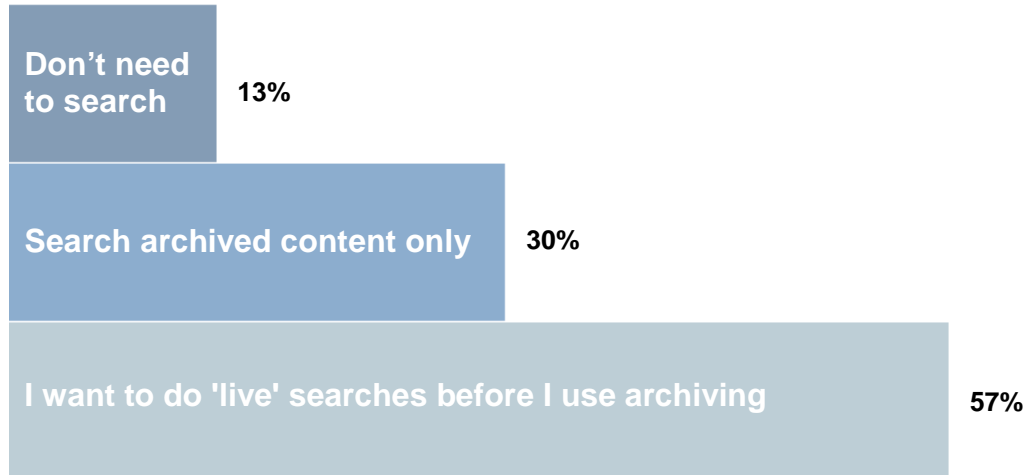
### C2C recommends

Archive One has been designed for speedy data recovery, particularly data re-acquisition, after a system or hardware failure. It integrates with all leading back-up products ensuring data is backed-up and restored with minimum fuss.

Archive One can restore to almost any device, so in the event of catastrophic hardware failure, your organization can recover your email archive to a different hardware device immediately. The archive can be restored onto totally different types of storage device.



Do you wish to discover corporate email content without it being archived?



**57% want to carry out  
'live' searches  
before archiving**

### Why is this important?

Because you don't want to be forced to archive everything for every email user immediately in order to conduct a centralized search. You may also wish to discover data not included in the archiving retention policy, such as items in 'Deleted Items' folders.

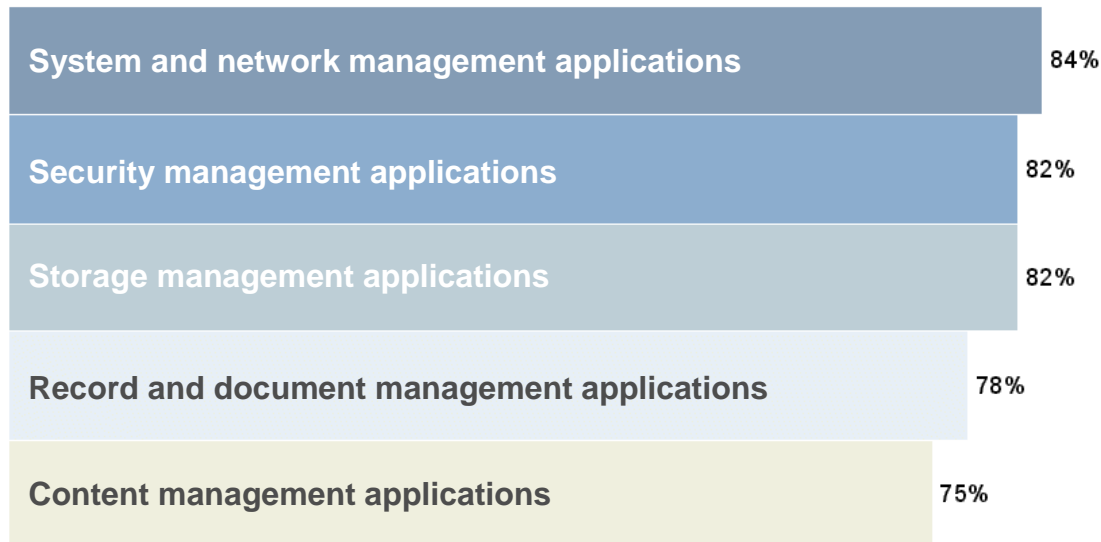
Your email archiving software should fit your need, not force you change your procedures to fit its limitations.

### C2C recommends

Archive One is a truly flexible application. It allows you to search the live information store as well as the email archives.



How important is it for your email archiving solution to integrate with each of the following?



### Why is this important?

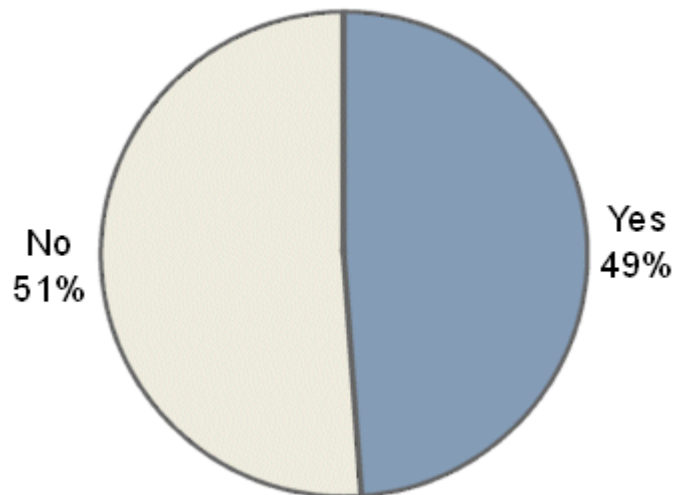
Email archiving is not just a standalone application; it will become part of your application suite. If this is not an immediate requirement for your organization today it is likely to be so before long.

### C2C recommends

Archive One solution has two approaches to integration:

- 1) Out of the box integration with various system storage management and messaging applications including Application Managers, IM applications, Disk to Tape Managers and many more.
- 2) A powerful SDK (known as Integration Framework) that enables scripting to integrate with applications. This enables most relevant applications to gain access to Archive One functions and repositories.

## Do you consider the use of PST files to be an important problem in your organization?



### What does this tell me?

We had to double check this result - an amazing 51% of system administrators do not consider relying on PST files as problem! C2C and many others, including Microsoft, have been explaining about the need to eliminate PSTs for years and still some organization do not understand the inherent risk of these files.

### What is a PST file?

A method of removing email from a mailbox and storing it in a large file held either on a server or on a local drive.

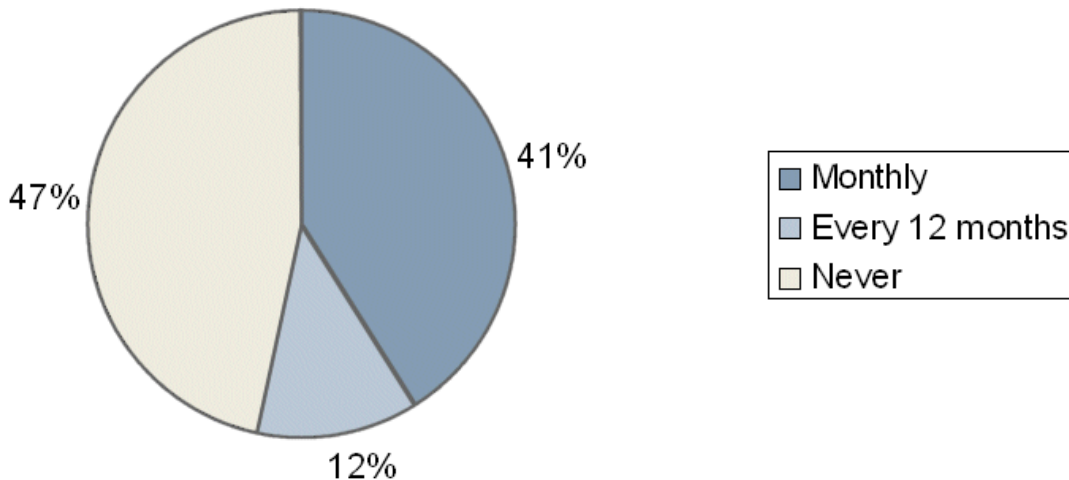
### Why are PSTs not a good idea?

- Data held in a PST is hidden from the company. Most organizations have to be able to find email upon request; this could be related to company business or related to a legal or employee matter. If it is held in a PST then it may not be found.
- PST files, especially those taking up space on a local drive, are rarely backed up. If email users store important company information in PST files, then important data is may not be backed up.
- PST files are not secure. Password cracking utilities for PST files are available freely on a simple web-search.
- PST files are not always stable and can corrupt when approaching their maximum size. At best they take up time to fix, at worst some or all the data will be lost.

### C2C recommends

1. Do not force users to use PST files in order to bypass of quotas unless you have a method of automatic quota control (e.g. an archiving solution).
2. Implement an archiving solution, such as Archive One, that has full PST management capabilities and will allow you to discover and investigate the size and complexity of legacy PST files and provide a flexible route to eliminate them.

How regularly do you check the integrity of mailbox and public folder access and permissions?



**47% never check mailbox integrity for any employee, including C-level**

### Why is this important?

With the typical staff turnover approaching 18%, most companies have sound procedures in place to manage new and leaving staff. But what about all the employees who move from one department to another?

If an email user moves between divisions or departments, their job may require them to access new data and to be barred from other information – ‘Chinese walls’ exist not only in finance departments!

Mailbox integrity does not just impact IT administrators. C-level executives have a duty of care to the organization, employees and investors to protect information. If mailboxes and folders are not secure, then non-authorized users may be browsing through them – and you will never know.

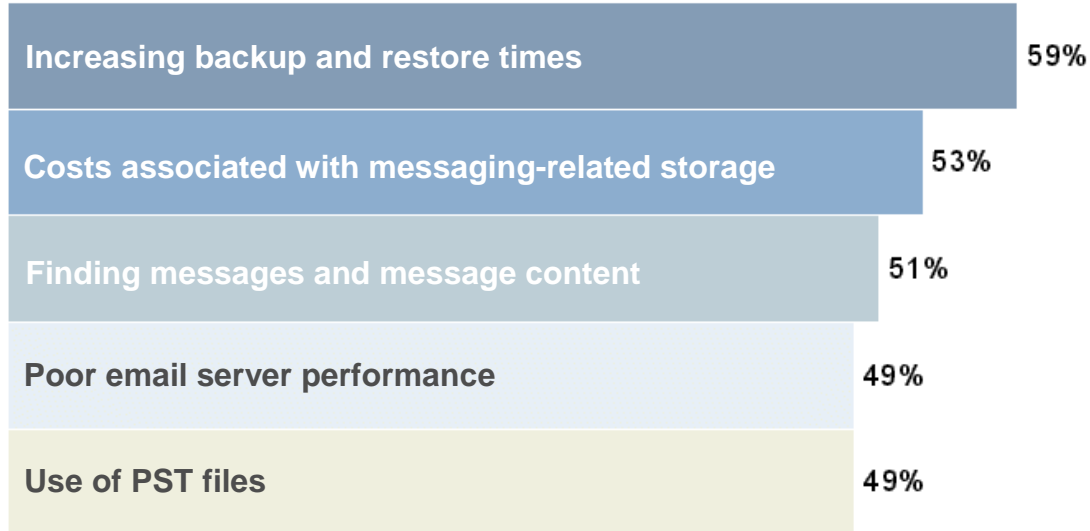
Ensuring mailbox and folder security is essential in any organization. If email isn’t secure before it is archived, what makes you think it will be any different after it is archived?

### C2C recommends

Archive One for Access Security keeps track of exactly how access rights are set across your whole email environment.



How much of a problem is each of the following in your organization?



What does this tell me? You are not alone!

**59%**

Backup and particularly restore is a complex process and with increasing amounts of data it is more and more difficult to meet service level agreements.

**53%**

The volume of email is locking-up large amounts of primary storage. Managers are looking for methods to move the data to lower costs medium to reduce the impact and cost of all that email.

**51%**

Should you consider email archiving simply to find messages? Choose your application wisely. Finding email across the organization may be possible without committing all items to an archive.

**49%**

Email server performance degrades with the volume of email. Archiving reduces some of the bottlenecks and makes more efficient use of resources.

**49%**

PST files are a pain and legal risk to many organizations. Email archiving is a good way to eliminate the need to PSTs (see page 6).



## About C2C

C2C offers automated data archiving and management for email, files and SharePoint content. With over 15 years experience delivering solutions for capacity, e-policy enforcement, compliance and e-discovery, C2C optimizes performance, reduces storage management costs and minimizes risks associated with email - helping you to control your data before it controls you.

The Company, a Microsoft Gold Certified Partner, supports organizations in the government, manufacturing, finance, education and healthcare industries, including Fortune 1000 companies. Established in 1992, C2C is a privately held company with offices in Springfield and Westborough, Mass. and Reading in the UK.

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