

EMC SourceOne Email Management

Proactive message management ensures litigation readiness and reduces cost

The Big Picture

- Segments archives based on message type, value, and risk level
- Reduces information management costs and increases user productivity, offering anytime, anyplace, anywhere access
- Ensures litigation readiness by managing e-mail archives, applying and enforcing retention policies, and ensuring accessibility in the event of litigation

Managing e-mail growth is a complex, never-ending problem for administrators. Evolving regulations and eDiscovery requests compound these challenges. Combine this with increased corporate governance and regulatory recordkeeping requirements, and pressure to reduce IT expenditures while ensuring information availability, and it's clear that the adoption of an e-mail management solution is a necessary and prudent investment.

EMC® SourceOne™ Email Management supports all major messaging environments, including Microsoft Exchange, IBM Lotus Domino, and instant messaging (IM). The solution improves the IT efficiency of messaging systems, reduces costs of storage, and improves backup and recovery processes. It enables enterprise-wide deployment with a consolidated and centrally managed archive. It provides maximum scalability and litigation readiness for search against the available archive, all at the lowest cost of ownership. By flexibly managing e-mail across the organization, SourceOne Email Management delivers broad business value.

SourceOne Email Management increases user productivity by providing seamless access to archived content for general business use. Combined with EMC SourceOne Discovery Manager, SourceOne Email Management is the strongest solution for e-mail archiving, litigation readiness, and good information governance.

Base your choices on value and risk

SourceOne Email Management supports archival choices based on content value and risk. Realtime capture ensures that a complete and authentic archive is maintained while collecting all relevant e-mail, attachments, IM, and metadata, including aliases and groups. Flexible options include not only realtime, automated capture, but also manual classification with rules that direct messages to the archive best suited to their business value. If realtime capture is not a requirement, organizations can instead capture data on a scheduled basis.

Another option for message capture is "user directed archiving," which allows users to classify business-important records. Through a simple drag and drop within their inboxes, users can place messages into pre-defined archives with set retention periods. This approach offers risk avoidance as well as an alternative to keeping local archives on the desktop.

Indexing of e-mail messages is an organization's choice, depending on the value and risk of data housed in a particular folder. SourceOne Email Management offers levels of indexing from metadata-only to full-text index of the entire message, attachments, and an additional content cache. To efficiently locate content in the archive, a Web-based search client provides quick access to archived content for both administrators and end users. With full Unicode support, search result sets can span multiple languages to provide a complete response to a discovery request or search.

Manage challenges, increase productivity

SourceOne Email Management improves operational efficiency and reduces costs by proactively managing messaging environments, eliminating restrictive mailbox quotas, and consolidating disparate

personal archives, such as PST and NSF, into a centralized, simple-to-manage archive—all while providing transparent end-user access.

Administrators need a way to reduce production environment size without placing quotas or restrictions on the user. SourceOne Email Management shortcut technology delivers this by giving users access to their e-mail and attachments without housing that data within the production environment. Not only does this solve the problems associated with restrictive quotas, it removes the risk associated with local archives, the time and cost associated with backup and recovery operations, as well as cost and effort associated with replication in the production environment.

Shortcut technology also makes archived messages that have been truncated from the production environment accessible via the Web, as well as on mobile devices and within non-standard mail clients such as Entourage. To provide end users with anywhere, anytime access, shortcut resolution supports Exchange/Outlook and IBM Lotus Notes/Domino environments via the offline access component.

Achieve litigation readiness

Companies without a comprehensive e-mail management system face risk related to electronic discovery. A litigation or discovery request related to e-mail can be costly and time-consuming, especially if it requires a defendant to retrieve content from disparate locations and to restore e-mail from backup tapes.

To proactively manage e-mail content for litigation preparedness and general good information governance, corporations must automatically and consistently adhere to business policies that include retention and disposition, define who has access to the information, decide how and where to store and use the data, and determine policies for compliance, legal holds, and general business access.

With SourceOne Email Management, administrators can set retention policies as required by regulatory requirements or corporate governance practices, and ensure content is retained for appropriate time periods. Automatic disposition removes content when the retention period expires. Various levels of privilege, assigned by folder, define who has access to the archived data. Folders also signify location and retention policies for data contained within them. Legal hold and business use case folders can be created according to the organization's needs.

Full-text indexing of subject line, message body, and attachments, coupled with powerful search filters, increase search accuracy and ensure that requested e-mails are available in minutes rather than weeks or months. Messages saved in the archive are accessible through the standard, Web-based search feature.

A companion product, Discovery Manager, takes advantage of the underlying SourceOne Email Management architecture when performing very large queries, when gathering high-volume data, and when using designated hold folders with restricted permissions to preserve confidentiality and chain of custody.

EMC SourceOne: Helping you overcome content archiving challenges

EMC SourceOne Email Management is a key component in the suite of information governance products and solutions that deliver policy-driven information management to manage risk and ensure compliance. EMC SourceOne archiving solutions migrate information from production systems to the EMC SourceOne archive to reduce storage costs, enhance performance of production systems, and manage information for compliance and litigation readiness. EMC SourceOne products and solutions reduce the IT costs associated with information retention and disposition by deduplicating information, leveraging tiered storage, and driving efficiency in archiving applications.



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