

eBook

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# Straight Talk for Cloud Email Archiving

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Email is the life blood of every organization and arguably, where a good portion of confidential business information is stored. Understanding this, many organizations migrate email from Microsoft Exchange and other leading email servers to on-premise email archives, where it is preserved for legal discovery and compliance. To mitigate risk and lower storage costs, many IT administrators are now moving on-premise email services to more budget-friendly cloud services, such as Microsoft Office 365 and Google Gmail.

Cloud email services offer excellent reliability and eliminate the cost of managing email in-house. Perhaps most importantly, they provide quite large (or unlimited) mailbox capacity so users are no longer limited by mailbox capacity – a primary driver for legacy email archives. But regardless of where email archives are located, they must be preserved for legal discovery and compliance.



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## Compliance

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A common challenge for users of cloud email services is understanding how the provider is archiving their emails for legal investigations and compliance requirements. For example, many move to a cloud solution but soon face questions on where to store Exchange journal email, which contains every email sent and received for each mailbox. It's only after the migration to the cloud email service that many realize a third-party email archive must be the recipient for the journal email.<sup>1</sup>

### To stay prepared and mitigate your risk of exposure, ask yourself:



Are you moving, or have you moved your email services to the cloud?



Do you require journaling (or the equivalent) to capture email for compliance?



Are you certain that you are capturing all email messages and they cannot be tampered with or accidentally deleted?



Are you meeting regulatory requirements for your industry to keep emails as unalterable records?

<sup>1</sup> [https://technet.microsoft.com/en-us/library/jj898487\(v=exchg.150\).aspx](https://technet.microsoft.com/en-us/library/jj898487(v=exchg.150).aspx)

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## Legal Search

Email is a common target for legal discovery due to its popularity as a communication tool. Quite often, the key evidence for a legal dispute is contained within an email and/or attachment, making email servers a common target of legal search and discovery. That said, basic search tools for full text search, hit highlighting, tagging and case management are often not supported – never mind the fact that email servers are designed for end users who commonly delete email.

In contrast, email archiving solutions are designed with powerful search and discovery tools to preserve email and eliminate the ability to delete archive email. Emails can be tagged, saved and exported for legal discovery, retention rules automatically manage the email lifecycle, and legal holds keep email evidence secure for legal matters.

### Before deciding whether to archive emails for legal search, ask yourself:



Could you export email search results in a PST file?



How long would it take you to respond to a formal request for emails?



Have you ever needed to produce emails for a lawsuit, regulatory request or an investigation?



Were the search tools sufficient to search by custodian, date and keyword?

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## Email Storage

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To successfully deploy any email service, it's important to consider your email storage requirements. With traditional on-premise email server deployments, the IT administrator purchases the server and storage, and thus, has direct control of their costs. In contrast, cloud email service providers offer the storage (for example, Microsoft in the case of Office 365 and Google in the case of Gmail). When moving to a cloud email service, many IT administrators will migrate legacy archive email to the cloud; however, depending on the number of mailboxes, this can be quite a lot of email. Further, there will likely be many inactive mailboxes that belonged to former employees for example, and that must be kept for legal and regulatory requirements.

### When considering your email storage requirements, ask yourself:



Are you keeping years of email and attachments?



How much storage does this consume?



How much email storage does your cloud email service provide?



Can you off-load older email to a third-party email archive and reduce storage costs on your cloud email server?

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# Microsoft Office 365



Many organizations have, or are planning to move an on-premise Exchange Server to Office 365. However, depending on the chosen plan, mailbox storage may be limited and the organization is still relying on 100% uptime from the service provider. For this reason, the best practice is to keep a copy of your email in a safe location as protection against possible failure or security breach. An email archiving solution ensures that no matter where your email is stored, it's protected and can be accessed 24/7.

## When migrating to Office 365, ask yourself:



Should (or can) I migrate my entire archive email to Office 365?



What happens to my archive if/when the service goes down?



Where can I store my Exchange journal email for compliance?

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## Arcserve UDP Archiving

Arcserve UDP Archiving is a purpose-built email archiving solution designed to optimize email archive storage, protect corporate email records and make them easily accessible for audits and legal discovery. As part of Arcserve's Unified Data Protection (UDP) solution portfolio, it gives users one holistic solution to configure and manage all aspects of their data protection and email archiving strategies.



Provides low cost storage of old archive email for business and legal requirements



Offers powerful search and litigation support with advanced functionality, including: full text search, tagging, hit highlighting, save search and search export



Offers comprehensive governance with audit trails, reporting, retention management and role-based access controls for security



Provides Office 365 customers with an easy way to capture Exchange journal email and store it at a location outside of Office 365



Flexible deployment options support cloud, hybrid and on-premise deployments

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## Conclusion

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As part of your total email strategy, Arcserve UDP Archiving plays an important role for compliance, legal search, email storage, Office 365 migrations, among others. It can serve as a repository of old email from inactive mailboxes, and email on litigation hold. Further, you may wish to use Exchange Journaling; however, Microsoft has stated that Office 365 does not support storage of journal email. Arcserve UDP Archiving can serve as a repository of journal email sent from Office 365 – an important function for regulatory compliance and legal discovery. Email is the life blood of your organization and as part of your total email strategy, consider the benefits that UDP Archiving can deliver.

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