



The Radicati Group, Inc.  
[www.radicati.com](http://www.radicati.com)

# Email Archiving Solutions

## A Radicati Group Webconference

9:30 am, PT  
May 26, 2011

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# Speakers & Agenda



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## Speakers:

- ▶ Jill Hearn, *Principal Product Marketing Manager, EMC*
- ▶ Warren Roy, *CEO, Global Relay*
- ▶ Nick Mehta, *CEO, LiveOffice*
- ▶ Mounil Patel, *Director of Professional Services, Mimecast*

## Agenda:

- ▶ *Presentations from EMC, GlobalRelay, LiveOffice and Mimecast*
- ▶ *Speaker Panel Discussion (all) – moderated by Sara Radicati*
- ▶ *Audience Q & A session*



# Applying Information Governance to Unstructured Content

Jill Hearn  
Product Marketing, EMC SourceOne

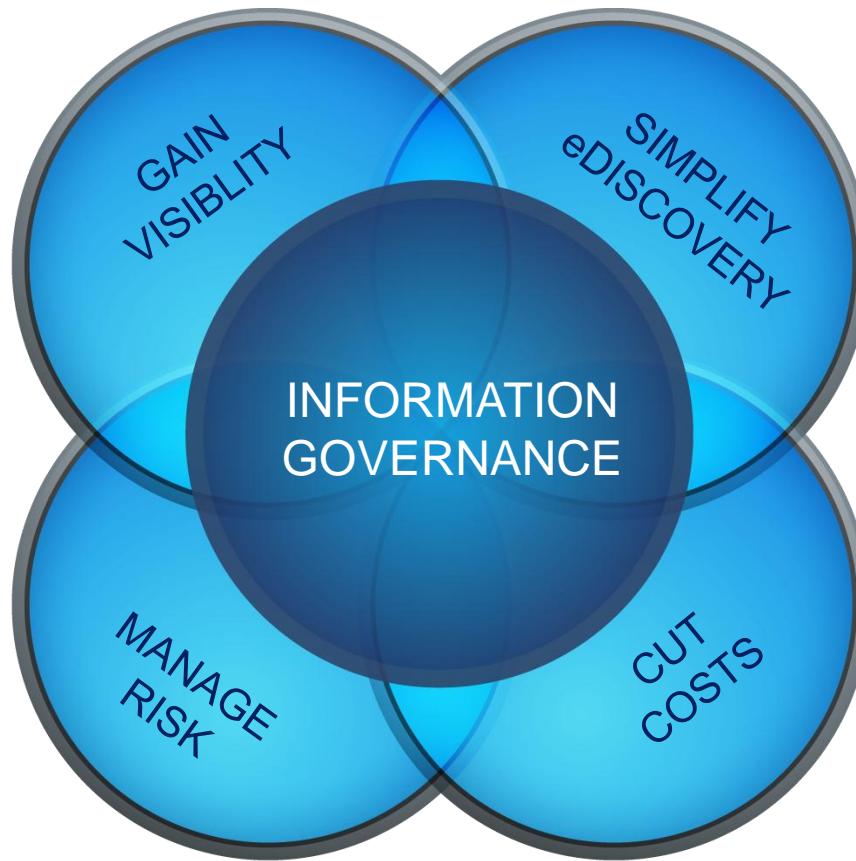
# Actionable Information Governance

What

Where

Who

How



# Proactively Manage Mailbox Sizes



Single Instance one copy  
of each original email  
message, calendar item,  
etc.

Tools: Historical Archive,  
Real time capture, User  
Directed Archive (UDA)

*Example: Archive all email  
for Accounting Department  
in Real-time (journal)*



# Proactively Manage Mailbox Sizes



## Mail Stores

Archive

Shortcut

Delete

Leaves a small fraction on mail server; still accessible to users via inbox

Tools: Offline Access, Universal URL, web search tool, Discovery Manager

*Example: Content 90 days old*



*"The sprawling Exchange environment left us facing a huge rise in costs. The answer was to invest in technology to reduce the amount of email data and enjoy more intelligent and effective storage email management".*

- IT Project Manager

**EMC<sup>2</sup>**

# Proactively Manage Mailbox Sizes

## Mail Stores

Archive

Shortcut

Delete

Remove from mail server; user access by searching the archive

Tools: Web search, Discovery Manager

*Example: Content 2 years old*



*“Users can still easily access their old emails. In fact, in many cases they can get them even faster because network performance is so much better”*

- Network Security Administrator

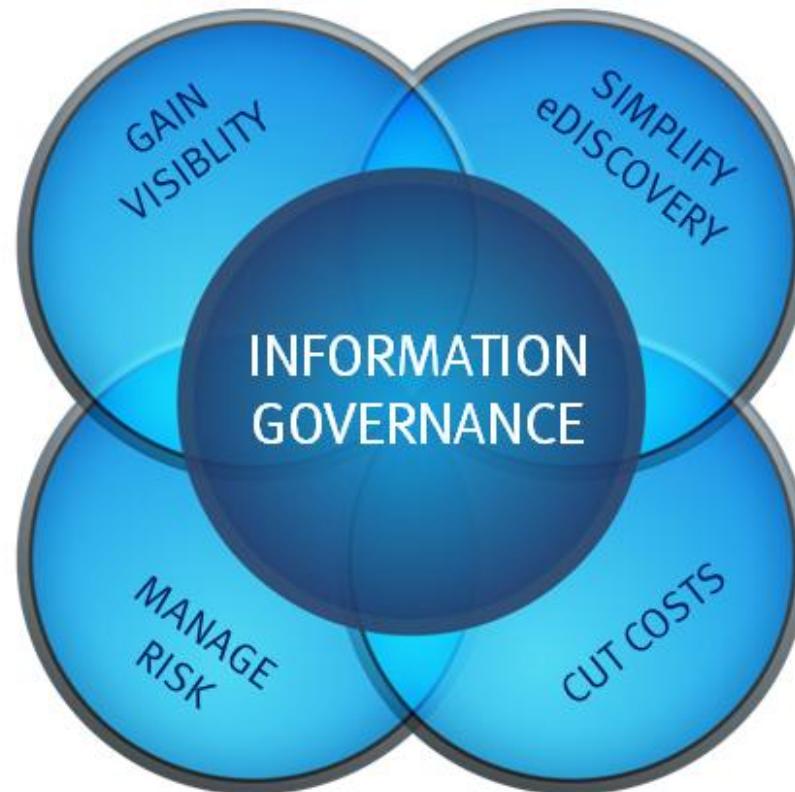
**EMC<sup>2</sup>**

# SourceOne Email Management

## Enabling Technologies



# Making Information Governance Actionable



- SourceOne File Intelligence

- SourceOne eDiscovery – Kazeon
- SourceOne Discovery Manager

- Documentum Retention Policy Services
- Documentum Records Manager

- SourceOne for File Systems
- SourceOne Email Management
- SourceOne for Microsoft SharePoint

# EMC<sup>2</sup> | SourceOne

## Modular

- Modular approach
- Apply to unstructured content throughout the organization

## Consistent

- Identify risky and obsolete information in-place
- Make sound decisions and policies
- Makes archiving “smarter”

## Repeatable

- Repeatable in-house solution for response and readiness
- Reduce review costs up to 90%

## Flexible

- Set retention across all content
- Reduce costs by 50% or more

# Making Information Governance Actionable



EMC<sup>2</sup> | SourceOne

Take a Guided Tour at [www.emc.com/sourceonecity](http://www.emc.com/sourceonecity)

EMC<sup>2</sup>



# Global Relay Overview

## Message - Archive - Search

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<sup>1</sup> *Community. Collaboration. Compliance. Control.*  
Global Relay Communications Inc. Proprietary & Confidential. Not for distribution.



# About Global Relay

- 12 years of delivering Software-as-a-Service (SaaS) in a secure private cloud
- Core competency: Message Archiving, Compliance, & eDiscovery
- Team of 160+ employees; more than 75 developers; strong Legal/Audit team
- 14,000 customers including 22 of 25 largest banks
- Exclusive FINRA compliance resource provider for message archiving
- Strategic network of partnerships worldwide
- Privately held, employee controlled & profitable
- Offices in major financial centers worldwide, providing 24x7x365 support



# Global Relay Archive

It's not just about email...



Global Relay Archive securely captures and archives:

- Email
- Instant Messaging
- BlackBerry
- Bloomberg
- Social Media
- Thomson Reuters
- Pivot
- YellowJacket

## Archiving

- **Global Relay Archive** – Electronic message archiving solution, purpose-built for compliance, business continuity & mail management.
- Built-in compliance, supervisory, audit & eDiscovery features. Archive email and 20+ additional messaging types.

## Search

- **Global Relay Search** – Search archived messages anytime, anywhere – via web, BlackBerry & iPhone .

## Messaging

- Communication & collaboration tools for your firm – including **Global Relay Message (secure instant email messaging)**, and email services.

# Global Relay Archive – Designed for Compliance

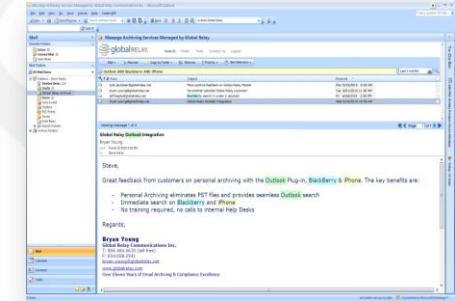
Assisting firms in meeting FINRA, SEC and other Compliance Rules for Recordkeeping, Supervision, Audit Readiness & eDiscovery

- **Recordkeeping**
  - Automatic capture & archiving of electronic business communications
  - Long-term tamperproof WORM storage & message management
  - Business continuity & disaster recovery functionality enabled
- **Supervision**
  - Unified search, review & retrieval across all message types and users
  - On-demand & scheduled reporting
  - Real-time filtering for keyword or phrase violations
  - Random Sampling of each rep's messages customized by percentage & user
- **Audit, eDiscovery & Litigation Readiness**
  - Full audit trails on every message for all user actions – time/date stamped
  - Easy data export for audits & eDiscovery via SFTP/HTTPS
  - Support for legal holds, case management & online auditor access
  - Global Relay can assist during audits, exams, litigation, eDiscovery

# Leveraging Your Archive: Beyond Compliance

## Company-wide Archive Access

- **Long-term Storage & Message Management**
  - Retrieving historical & deleted messages
  - Reduce IT burden & mail management costs
- **Business Continuity & Disaster Recovery**
  - End-user access to messaging in the event mail servers are down
- **Employee convenience & productivity**
  - Employee access to all archived message types
  - Outlook plug-in with archive access
  - Smartphone apps to Search, View, Recover, Reply, Reply All & Forward



**Microsoft Outlook Plug-in**



**BlackBerry &  
iPhone**

# Due Diligence

## Know Your Vendor

- **Global Relay independent third-party validation**
  - SAS 70 Type II (Environmental Controls)
  - KPMG Report on Global Relay Security, Business & Operational Controls
    - Physical Security
    - Change Management (Patches, Releases, Upgrades)
    - Network Security & Availability
    - Message Flow & Processing
    - Data Import, Extraction & Destruction
    - Security Policies & Standards
    - Personnel Policies & Procedures (e.g. background checks, references)

# Additional Resources For Further Information

- **Compliance Solutions Guidebook Series**
  - Available for: Broker-Dealers, Investment Advisers, Hedge Funds, Public Companies, Health Care, Enterprise
  - [www.globalrelay.com](http://www.globalrelay.com)
- **KPMG Report on Global Relay Security, Business & Operational Controls**
  - Contact Global Relay

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|                                  | <a href="http://www.globalrelay.com">www.globalrelay.com</a> |

## Warren Roy

CEO & Founder

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## Shannon Rogers

President and General Counsel

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Nick Mehta, CEO  
LiveOffice  
May 2011

# Our Core Principles

- Meet **enterprise** requirements...
  - Mailbox Management
  - E-Discovery
  - Compliance
- ...with less **cost** and **complexity**...
  - No hardware, no software, no plug-ins
  - Automated setup, management, upgrades
  - Predictable, affordable unlimited storage pricing
- ...and **unique** cloud value...
  - Email Continuity
  - Large-scale indexing/search
  - Cloud-to-cloud integration (Salesforce.com, Microsoft BPOS, etc.)

# Key Differentiators



**Mailbox Management:** Strong Outlook integration (plus OWA, Notes and mobile) without plug-ins or stubs helps eliminate PSTs while giving end users unlimited access.



**E-Discovery:** Advanced e-discovery with built-in review, dynamic legal holds and multiple export options (e.g., EDRM XML) for downstream review.



**Enterprise Retention:** Automatic and tag-based retention with automated expiration.



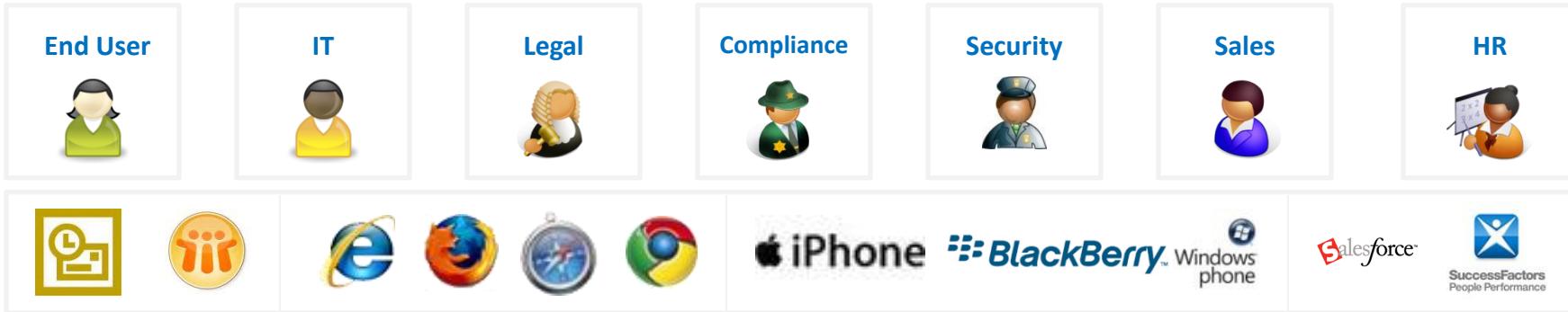
**Fast Search:** Sub-second search speed across personal and complex discovery searches makes the archive more usable and efficient.



**Security:** Two-factor authentication, unique encryption keys, password hashing, detailed auditing and SAML 2.0 single sign-on meets enterprise security requirements.



**Cloud-to-Cloud Integration:** New integration with Salesforce.com and Microsoft BPOS/Office 365 demonstrates the power of an archive beyond traditional use cases.



# Our Vision



| On-Premise Information | Mobile Information | Cloud Information    | Other            |
|------------------------|--------------------|----------------------|------------------|
| <br><br><br>           | <br><br>           | <br><br><br><br><br> | <br><br><br><br> |

# Complete Cloud Archive

One platform to address three core drivers for archiving



## Target: IT, End Users

- Unlimited Mailbox
- Zero client footprint
- Outlook/OWA/Notes/BES
- Search, tag, reply, restore
- PST/NSF folder import
- Built-In Email Continuity



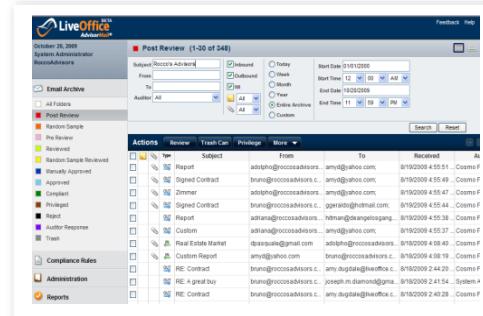
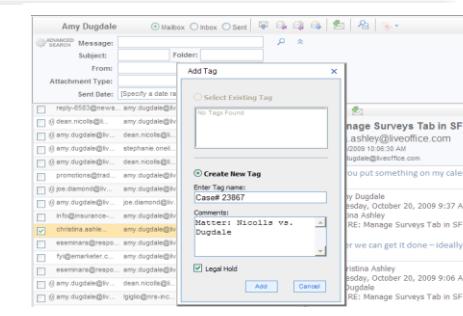
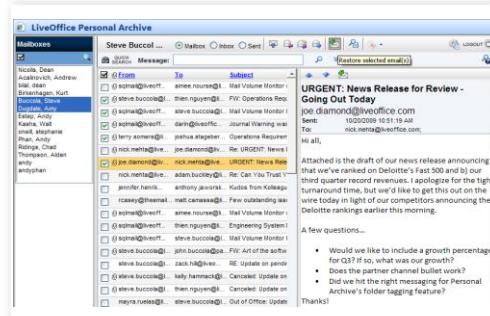
## Target: Legal/HR

- Self-Service Discovery
- Roles-based access
- Boolean, fuzzy, full text
- Highlighting and review
- Tagging, holds, export
- Audit trail
- Optional: SharePoint



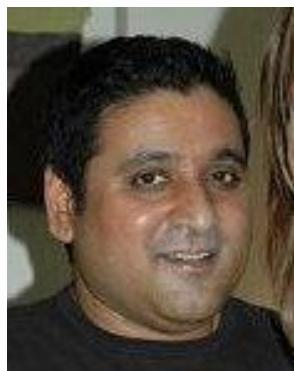
## Target: Compliance

- SEC/FINRA Compliance
- Email, IM, Bloomberg
- WORM storage
- Supervision workflow
- Online audit download
- End-to-end audit services
- Optional: Social Media



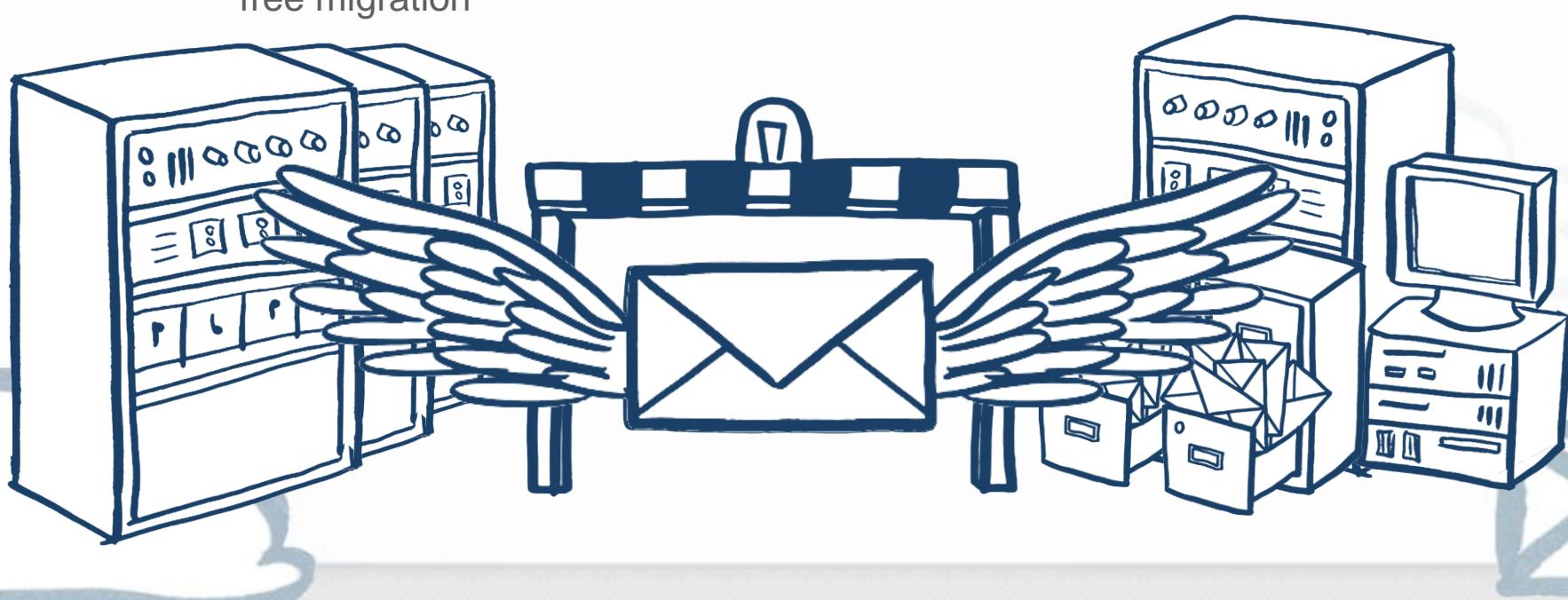
# Welcome to Mimecast

MOUNIL PATEL



# Mimecast's Mission

- We aim to make business email easy
- We reduce risk, lower costs and improve productivity
- We augment Microsoft Exchange and Office 365, and facilitate pain-free migration



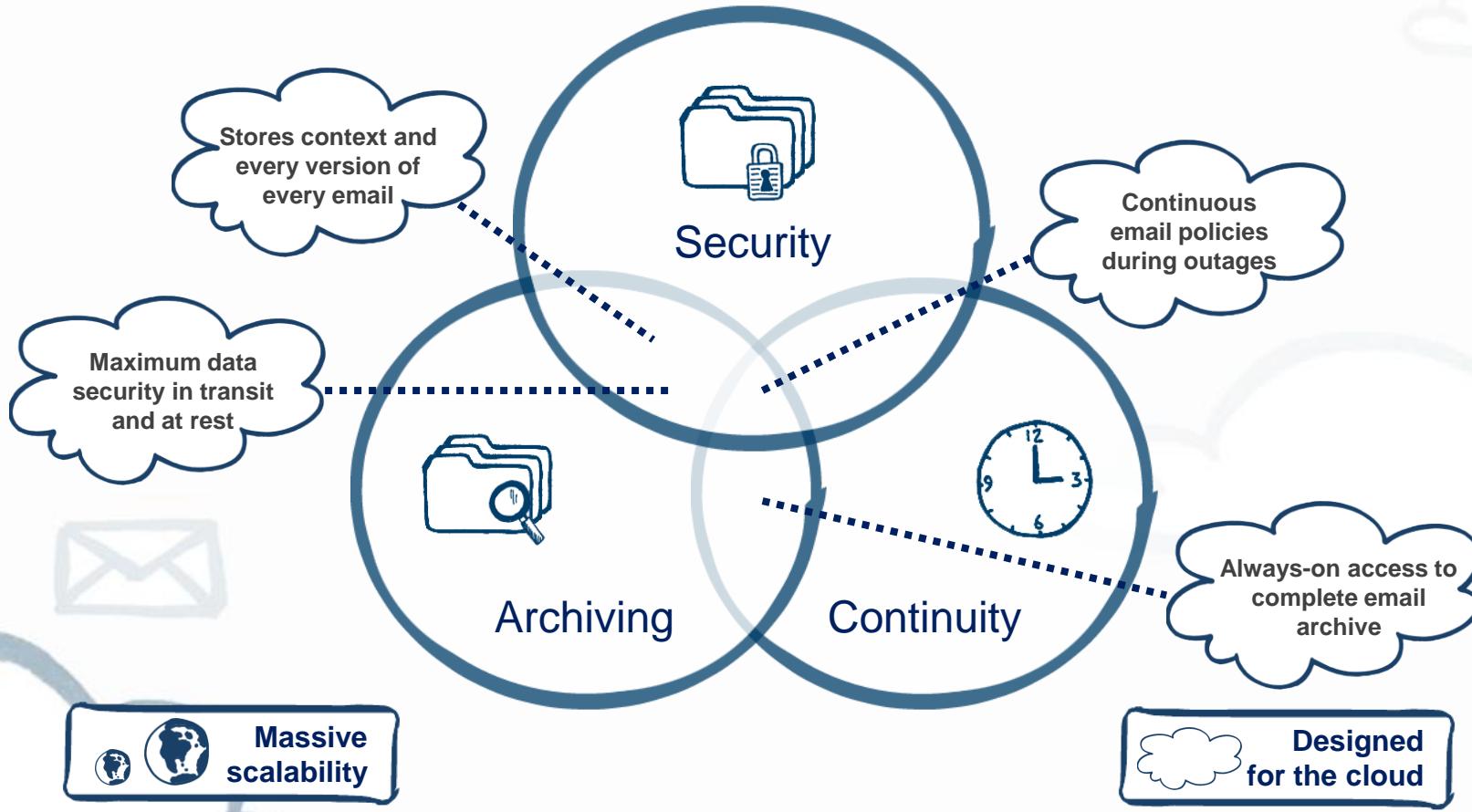
# Four Pillars of Email Archiving

- Mailbox and server management
- Compliance with regulatory mandates
- Support for eDiscovery processes
- Rich knowledge management features

# Selecting The Right Solution

- Search capabilities & message availability
- Ergonomics and design
- Scalability & accessibility
- Simple management
- Archive security, encryption & data Integrity
- Cost effectiveness

# Unified Email Management



# Mimecast Email Archiving

- Near real-time search and retrieval
- No additional on-premise hardware required
- Built in high availability
- Tight integration with Microsoft Outlook
- Strong security features
- Comprehensive support for eDiscovery
- Unified message handling
- Cost effective long-term archiving

“Mimecast’s integration with Exchange is the best I’ve seen, providing our users with a familiar interface...“Our users don’t have to take any proactive backup measures; it’s automatic. And if we need to retrieve something, searches are practically instant – a major upgrade from our previous process, which required us to search through PST files. Mimecast reduced the time required to recover a message by tenfold or more.”

Carol Beggs  
VP, Technology Sonesta Collection

# Your Speaker Panel



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**Sara Radicati**

President and CEO, The Radicati Group

**Jill Hearn**

Principal Product Marketing Manager, EMC

**Warren Roy**

CEO, Global Relay

**Nick Mehta**

CEO, LiveOffice

**Mounil Patel**

Director of Professional Services, Mimecast



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# Thank You!

New Reports just published by The Radicati Group:

- ▶ **Email Statistics Report, 2011–2015**
- ▶ **Enterprise Social Networking – Market Quadrant, 2011**
- ▶ **IBM Lotus Notes and Domino Market Analysis, 2011–2015**
- ▶ **Corporate Web Security Market, 2011–2015**
- ▶ **Microsoft SharePoint Market Analysis, 2011–2015**
- ▶ **Microsoft Exchange and Outlook Market Analysis, 2011–2015**

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