



Five years from now, you might find yourself in court being asked to produce the last e-mail you read today. Make sure your e-mail is protected, archived and retrievable.

E-mail Archiving and Compliance Solutions for Mid-sized Organizations



Highlights

- ***Archives e-mails with a solution designed for your mid-sized business***
- ***Centralizes e-mail storage and access***
- ***Protects your archived e-mails***
- ***Helps you manage and enforce data retention policies***

E-mail, e-mail everywhere

E-mail is a primary means for communicating with people inside and outside of your organization today. Many of your customers use e-mail to negotiate contracts and agreements and exchange invoice and payment information. Often, e-mail messages are the only record you have of important transactions, and they must be protected and retained. Also, if your e-mail system slows down or even goes down, the consequences to your business could be severe—especially

if the outage causes you to lose e-mails that have critical information or attachments or that are needed to demonstrate compliance during an external audit.

Using traditional backup solutions that restore systems if you have an outage, such as a disk system failure, is no longer sufficient. These backup products do not allow you or your employees to easily search through thousands of e-mails to find, for example, the messages outlining the payment information that another company had agreed to. They also probably only backup e-mails in one location, so if something happens at that site, you risk losing your archived e-mails and documents. Add the need to make sure that the documents and information in these e-mails are available for external and internal audits or to meet compliance requirements and you're facing significant challenges.

E-mail Archiving and Compliance Solutions for Mid-sized Organizations

May 2007

E-mail archiving solutions can help you meet these challenges. Using these solutions, you can search e-mails to find specific messages. You can also define policies for retaining e-mails that assign different periods for keeping them based on internal and government requirements. But, there are so many offerings out there that it can be difficult to choose the right one for your environment. And, often, it seems that many of them were developed for big corporations and not mid-sized companies on a budget.

An e-mail archiving solution that fits your mid-sized business

E-mail archiving is no longer just “nice to have.” It is now a critical component of any business infrastructure and business continuity strategy. As such, it should meet certain core requirements. An e-mail archiving solution must be able to store an e-mail message and any associated attachments, such as a Microsoft® Word document or

a PowerPoint® presentation, for a specified period. Retention periods must be defined and not all e-mails should be treated the same.

The ability to intelligently search for and retrieve those e-mails is also very important. E-mail archives can grow very large very quickly. You might have to search through thousands of messages to find one or two related to a specific issue. Your e-mail archiving software must be able to index all e-mails by standard text fields such as *To, From, CC, BCC, Subject and Date.*

Other requirements to consider are extending retention periods, taming storage growth, handling personal folders, archiving instant messages, customizing policies, operating system platforms and more sophisticated searches. You also need a compliance strategy that integrates with and complements your e-mail archiving solution.

Core requirements...extending retention policies for litigation holds... finding text in a document attached to an e-mail sent to 20 people... compliance strategy...all of these can seem daunting to a mid-sized business trying to keep e-mail volume and storage under control while meeting the needs of internal users and external audits.

To help organizations like yours meet these challenges, IBM and our Business Partners have created an e-mail archiving solution for mid-sized businesses that combines the right mix of software, hardware and value-added services to meet all of your requirements, including regulatory compliance. The basis for this solution is the E-mail Archiving and Compliance Foundation Starting Point in Solutions Builder Express that IBM created and that IBM Business Partners can use as a blueprint for creating the best solution for your business.

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May 2007

What's in the solution and what can it do for your business?

The IBM solution for e-mail archiving is an integrated set of services, hardware and software solutions that are sized and priced to address your e-mail archiving requirements and associated compliance demands. It includes a core e-mail archiving component and adds a content manager to facilitate e-mail retrieval, both of which are administered by a storage management solution. These can be installed on IBM hardware that suits your business, such as IBM System x™, System i™ and System p™ servers. Offered as part of the solution are the value-added services of experienced IBM Business Partners who know your market and your needs.

This solution also offers e-mail records management integration, which supports compliance with regulatory,

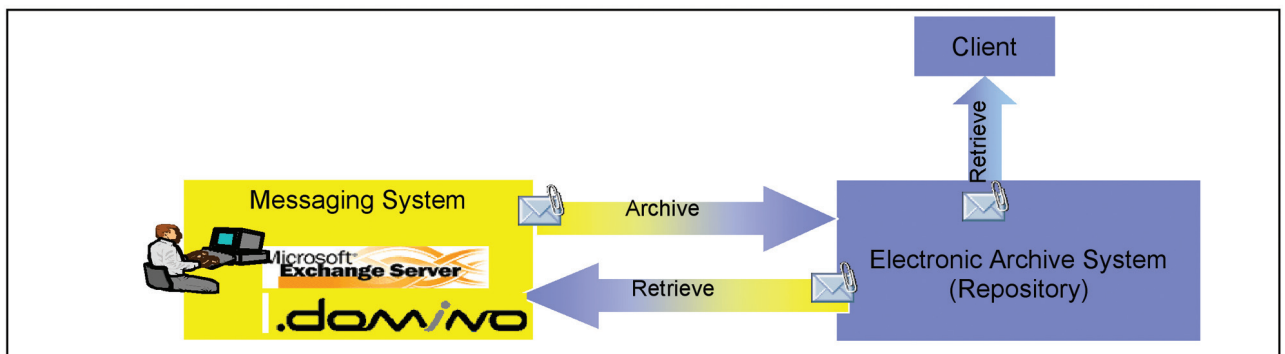
legal and corporate standards for long-term information retention. It helps control long-term growth and performance of your corporate messaging systems with automatic policy-driven or user-initiated archiving. And it reduces costs with long-term e-mail archiving on your choice of storage devices.

E-mail archiving made easy with IBM CommonStore

A core component of the IBM solution for e-mail archiving is IBM CommonStore for Exchange Server/Lotus Domino. IBM CommonStore integrates seamlessly with Microsoft Exchange or IBM Lotus® Domino®, archiving e-mails and associated attachments externally for secure, long-term storage. You can view or restore messages and call up associated attachments with links embedded in the message.

Rules-based archiving and retention policies can help you adhere to compliance and other legal requirements. You can determine the archiving policies that automatically copy required documents into the appropriate repositories, which cuts down on administrative costs. The IBM e-mail search technology built into the solution expands your capability beyond keywords, names and dates to include phrases, Boolean logic, proximity, fuzzy searches and wild cards. This can be a critical time saver during legal discovery. You can also suspend automatic deletion of e-mails if they are part of an audit or investigation.

Another feature, called Single Instance Store, reduces your storage requirements. If a message with a large attachment is sent to many people, only a single copy is stored.



Conceptual Framework for Email Archiving Solution

E-mail Archiving and Compliance Solutions for Mid-sized Organizations

May 2007

All of this goes virtually undetected by users, who can continue to use their e-mail client interface or Web access client without extensive training. Archived messages still appear to be in the mailbox and users can retrieve them by clicking them—eliminating the need to make local copies or delete messages to stay in a limit. This increases productivity and reduces costs.

Centralized e-mail storage and access with IBM Content Manager

IBM Content Manager provides the centralized archive storage and administration component for this e-mail archiving solution, supporting a range of information formats, from text to multimedia to XML. Your organization can quickly capture and manage documents, Web content, multimedia assets and more and access them from portals, Web browsers, mobile devices or application clients, making it easier to provide them to internal and external auditors or regulatory agencies.

Because your messages and attachments are in a centralized repository, you can make them available to applications other than

your messaging system, such as customer relationship management. This reduces costs and enhances customer satisfaction and loyalty, because you can answer their questions and exchange documents quickly.

Protecting your archived e-mails with Tivoli Storage Manager Express

To maintain business continuity and facilitate compliance with regulations, you cannot afford to lose your critical e-mails or the data and documents associated with them. At the same time, you want to avoid increasing your investment in IT resources. That's why IBM and our Business Partners offer IBM Tivoli® Storage Manager Express as part of our e-mail archiving solution for mid-sized businesses.

IBM Tivoli Storage Manager Express provides centralized, automated data protection that can help reduce the risks associated with data loss while also helping to reduce complexity, manage costs and address compliance with regulatory data retention requirements. It's a robust, light, easy-to-manage solution for keeping your critical

data—and that includes your e-mail archives—safe and restorable, while helping you minimize the staff time and network bandwidth you use for storage management. You can install it, configure it and conduct your first backup quickly and easily. All of this helps lower operational costs and increases staff productivity.

Centralized e-mail storage and access on trusted IBM hardware

You want to maximize your e-mail storage while minimizing costs and making sure that regulated data is in the proper format. Therefore, our e-mail archiving solution for mid-sized businesses includes IBM TotalStorage® DR550 Express v3 on IBM BladeCenter®, System x, System p5™ and System i.

Well suited for archiving e-mail, digital images, database applications, instant messages, business transactions, contracts or insurance claims and other types of storage records, the DR550 Express provides advanced storage management technology that helps you manage and enforce data retention policies. It helps address your regulatory and compliance

E-mail Archiving and Compliance Solutions for Mid-sized Organizations

May 2007

requirements by supporting affordable, policy-based, non-erasable, non-rewritable storage capability. It also offers advanced data protection, such as encryption and policy enforcement, and a broad suite of software features for policy and event-based data management.

IBM System x and BladeCenter Business Express address your infrastructure requirements by providing a modular, open, building-block-based infrastructure that grows with your business needs. This helps reduce costs, power consumption and floor space by simplifying your infrastructure. It comes with the right mix of performance, reliability and control inspired by IBM's legendary mainframe and supercomputer technologies so that you can capitalize on IBM technology leadership to gain competitive advantage.

IBM System p Express is a family of affordable, high-performance servers designed for mid-sized companies. Using innovative IBM technologies, you can consolidate UNIX® and Linux® applications on a single IBM System p5 Express server for optimum flexibility and scalability. You can also add memory, disk drives, adapters, displays and external storage as your needs change or your archives grow.

Another hardware option can be found in the IBM System i family. For example, IBM System i 525 Express provides the technology foundation to manage your business efficiently and cost-effectively. System i 525 Express and other System i servers run popular operating systems and provide the environment for data storage and e-mail archiving in one system, improving productivity. These servers are easy to scale up with limited affect on your business.

Preloaded solutions (available in select geographies)

IBM CommonStore eMail Archiving Preload is a software and hardware solution that helps address your immediate and future challenges with growing e-mail systems. This solution archives e-mail and attachments into IBM Content Manager, where they are retained according to your company's governance, compliance and legal support policies but remain accessible to users. To make things easier for mid-sized companies, it comes with the IBM CommonStore and Content Manager software already loaded and tested on a high performance, low power IBM System x platform powered by next-generation AMD processors. It is also offered as a Solution Starting Point from the Solutions Builder Express Portfolio, and your Business Partner can use it to speed implementation of your e-mail archiving and compliance solution.



Technical Architecture for Implementing the Email Archive Preload Solution



Added-value services from IBM Business Partners

IBM's vast network of Business Partners has deep experience and expertise with mid-sized companies just like yours in every industry with the added value of local presence. With the support and backing of IBM, they are able to deliver simple, affordable, customized applications and solutions built on IBM offerings that meet your needs at a price you can afford. And now, our Business Partners have enhanced capabilities to help you find the right IBM resources.

Only IBM

IBM is a recognized leader in continuity and recovery solutions. In fact, businesses of all sizes worldwide trust our solutions to keep them up and running. We have the deep expertise in business consulting, hosting, data security and data management to offer solutions that are easy to use, easy to manage and can adjust to

your changing business needs. IBM's ability to deliver enterprise capabilities at pricing appropriate for mid-sized businesses helps set us apart. And now with simplified access to the people and business partners of IBM, it's easier than ever to do business with IBM.

The right stuff to keep

E-mail archiving is not only a critical requirement for doing business, but it is also a fundamental part of business continuity. IBM's e-mail archiving solution for mid-sized business combines the right mix of software, hardware and value-added services to meet all of your archiving requirements, including regulatory compliance. Best of all, the components of this solution are sized and priced to fit your budget.

To speak to an IBM offerings and solutions contact your IBM business partner or call 1-877-IBM-ACCESS.

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