

IBM CommonStore eMail Archiving Preload Solution



Corporate governance initiatives and regulatory compliance are major drivers of e-mail archiving requirements, especially in heavily regulated industries, such as financial services, health care, pharmaceuticals and utilities, as well as government. However, most e-mail software was never designed to support selective retrievals from vast numbers of items stored for long periods of time. The increasing reliance on the use of e-mail to conduct everyday business can result in an overwhelming amount of messages that must be managed and stored—many including large file attachments that strain the design limitations of systems never intended to act as vast storehouses.

Highlights

- *This solution can help small to medium-size companies or branch offices address the challenges of growing e-mail systems, including improving responsiveness for users and retaining e-mail for compliance, corporate governance and legal discovery purposes*
- *This end-to-end solution, composed of IBM servers, storage and archiving software, helps companies manage e-mail throughout its lifecycle*

Efforts by IT to limit the impact on e-mail systems typically include mailbox size limits and automatically deleting e-mail after a period of time. These efforts can create compliance issues by not retaining e-mail for the time prescribed by regulations or by relying on backup tapes instead of an active archive.

To get around such restrictions set by IT, users may create local e-mail folders on their own PCs. When e-mail is moved to these local folders, it is no longer visible to those concerned with compliance. E-mail stored this way cannot be put on “hold” during a pending audit or lawsuit, and IT cannot manage its lifecycle or delete it as appropriate.

Addressing these ever-growing e-mail archiving issues is particularly difficult for mid-size organizations, which often have small IT staffs and tight budgets.

The problem stems from the sheer volume and size of e-mails

Not only is the volume of e-mails rapidly increasing, but frequent document, spreadsheet, presentation, image, audio and video file attachments are driving up the sizes of e-mail files, too. Where can companies store all of these electronic messages? Keeping messages on an e-mail server can be costly in terms of operations, administration and disk storage costs. And having all those e-mails managed by the e-mail server can slow the system’s responsiveness to users and create backup and restore issues for IT.

Archiving solutions can minimize the impact of skyrocketing e-mail volume

To minimize the cost of storage and performance impact on users, some IT organizations set arbitrary storage limits or users have to store e-mails locally. But such policies can result in the arbitrary deletion of valuable information, excessive file duplication and challenges in addressing legal requirements due to retaining information too long or the difficulty of finding dispersed information.

If storage limits are not enforced, storage costs can escalate. According to the Enterprise Strategy Group, IT organizations often mention e-mail as a key driver of digital archiving initiatives.

The combination of exploding e-mail volume and new regulations is forcing companies to implement e-mail archiving and management strategies—not only to reduce business risk by protecting and disposing of data at the end of its lifecycle, but also to contain storage costs and improve user performance. A proven way to accomplish these goals

is to archive e-mails in a repository independent of the e-mail server. Having the ability to migrate older e-mails from fast, higher-cost storage to lower-cost storage can help significantly reduce storage costs.

IBM offers a complete e-mail archiving solution

IBM’s portfolio of outstanding content management and e-mail archiving software can help small and mid-size organizations with limited IT resources lower the cost of managing e-mail, address corporate governance requirements and simplify the production of e-mail evidence as part of litigation.

The IBM CommonStore eMail Archiving Preload Solution helps IT administrators manage e-mails and attachments throughout their lifecycles in either IBM Lotus Notes® or Microsoft® Exchange environments. The solution includes IBM CommonStore eMail Archiving Preload software running on an IBM BladeCenter® server with an IBM System Storage™ DS4200 Express disk system. The complete solution is implemented by IBM Business Partners.

The software is pre-loaded and tested by IBM Business Partners to help support quick, consistent and repeatable installations. The following software comprises the IBM CommonStore eMail Archiving Preload:

- *IBM CommonStore eMail Archiving Preload for IBM Lotus® Domino® and Exchange Server provides powerful e-mail management and retrieval functions*
- *IBM Content Manager software acts as a repository*
- *IBM System Storage Archive Manager (SSAM) software is designed to provide policy-based data retention functions, manage IBM and other storage systems and offer optional 128-bit AES or 56-bit DES encryption to help secure data*
- *IBM eMail Search for CommonStore (optional) is designed to provide authorized users the ability to search user mailboxes and export results for review and use in legal proceedings*
- *IBM Records Manager (optional) software is designed to provide full e-mail record management, auditing and reporting*

The economical IBM System Storage DS4200 Express disk storage system with Serial ATA (SATA) disk drives provides near-line storage for the IBM CommonStore eMail Archiving Preload Solution. With four 4 Gbps Fibre Channel host ports, the system is designed for high throughput. The 3U storage system also features redundant, dual-active intelligent RAID controllers supporting RAID levels 0, 1, 3, 5 and 10. The DS4200 has an internal physical storage capacity of up to 8 TB using optional DS4200 500 GB Enhanced Value Disk Drive Modules. Physical storage capacity can be increased up to 56 TB using up to six EXP420 Storage Expansion Units.

E-mail archiving benefits IT administrators and users alike

The IBM CommonStore eMail Archiving Preload Solution is designed to automatically move e-mail from user mailboxes to an external archive. Reducing the number of messages maintained by e-mail servers can help improve server performance, which can help boost

user productivity in two ways. First, having virtually unlimited mailbox space can eliminate the need for users to manage the content of their own e-mail boxes, which can speed the retrieval of archived mail. Also, users may simply experience faster e-mail system responsiveness.

The IBM CommonStore eMail Archiving Preload Solution can also help reduce IT administrative costs. Without archiving, the volume of e-mails and attachments can affect e-mail server efficiency and even become unmanageable. Archiving e-mails reduces the amount of data that must be backed up, helping to reduce e-mail server backup and restore times. Finding and restoring old e-mails from backup tapes can be a complicated and time-consuming task that risks potential legal exposure since the tapes may not be tightly controlled after creation.

IBM applications are designed to aid in compliance and legal support

Three applications are designed to provide additional compliance and litigation support:

IBM System Storage Archive Manager

IBM SSAM helps IT manage data retention with policy-based data retention capabilities. SSAM is designed to prevent accidental deletion of data until the retention criterion is met. For example, SSAM does not allow users to delete data before its scheduled expiration date. SSAM is a core element of the IBM System Storage DR550 disk storage system, which won Association for Information and Image Management (AIIM) Best of Show awards in 2005 and 2006.

IBM eMail Search for CommonStore for Lotus Domino and Microsoft Exchange

This optional software is designed to provide authorized individuals, such as compliance or legal staff, with the ability to search user mailboxes and export the results for compliance, corporate governance and legal discovery

purposes. Using a Web browser, these users can identify e-mails and attachments to be retained (not deleted for any reason) for current or pending litigation.

IBM Records Manager

This optional application is designed to provide full records management, auditing and reporting of e-mail and attachments to aid compliance. IBM Records Manager also helps manage e-mail retention, holds and disposition according to the company records file plan.

Scalable storage for years of archived e-mails

The IBM System Storage DS4200 Express disk storage system with SATA drives provides economical, scalable storage for e-mail data. The basic DS4200 storage system is available

with either 4 TB or 8 TB of physical capacity and can be expanded to 56 TB using expansion modules. Capacity can be extended to petabytes with an attached WORM tape drive.

As part of the IBM Express portfolio of storage products, the DS4200 is easy to deploy and manage.

Available through IBM Business Partners

The IBM CommonStore eMail Archiving Preload Solution is configured and installed by IBM Business Partners. The product's preloaded configuration is designed to support quick, consistent and repeatable installations, helping to reduce deployment time significantly. Business Partners can also employ the enablement tools and implementation guidance provided by IBM Solutions Builder Express to help save additional time and speed deployment.

For more information

To learn more about IBM storage management solutions, please contact your IBM marketing representative or IBM Business Partner, or visit the following Web sites:

- ibm.com/storage
- ibm.com/software/data/commonstore/email.html
- ibm.com/servers/storage/solutions/ilm

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When referring to storage capacity, 1 TB equals total GB divided by 1000; accessible capacity may be less.

¹ Digital Archiving Research Report, Enterprise Strategy Group, January 2006.



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