

# The Benefits of Email Archiving



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## Benefits at a glance

- **Compliance discovery:** streamline any eDiscovery and regulation compliance request.
- **Preservation:** every email is stored, searchable, accessible, and secure; with 99.9% guaranteed availability.
- **Control:** customisable retention policies ensure no data is lost or deleted by users accidentally.
- **Flexibility:** reporting based on the archive activity by date, user, UI action, mailbox and more.
- **Simplicity:** intuitive wizard for import and export to .pst, .nsf, .eml, .html, .pdf
- **Agility:** retrieve any communications using advanced filters, wildcards, boolean, fuzzy logic and/or proximity logic operators.
- **Reduced cost:** no hardware, software installation, maintenance or support costs

## Data preservation is key to compliance and security.

Your email contains so much more than just e-mail – it contains business critical information. Orders, quotes, promises and commitments made to your customers, suppliers, and partners are all in an e-mail somewhere. The same goes for information on business strategy, financials, contracts and agreements.

As email has become the standard method for having “things in writing”, it is progressively viewed as documentary evidence in the same way as a formal letter would have been 10 years ago. Preserving information via email management policies is becoming critical for businesses.

Cloud-based email archiving can help your business stay compliant with legal eDiscovery, data retention and compliance policies as well as help cope with ever growing mailbox storage needs. It can ensure no emails are deleted or lost and ease search, classification and recovery of e-mail and attachments.

## Security and privacy

We ensure data security at 3 levels: physical infrastructure, data encryption, and the application layer. All archived data is secured via industry standard encryption (SSL) with no shared encryption keys across customers. There is never any co-mingling of archived data between customers.

Archives can be set up at both organizational and individual user level, with access being given only to authorized users your business defines. You can build reports based on the archive activity by date, user, UI action, mailbox and more to ensure you have full visibility over activities and use.

## Speed and ease of use

Setting up your archive can take as little as a few hours. It is done via a simple, intuitive web interface that allows quick import and export of data. Access to archives is given through an Outlook-like interface to ensure familiarity. Authorised users can search and retrieve emails and attachments quickly and depending on permissions, export archives to .pst, .nsf, .eml, .html, .pdf or other formats.

## Budget and ROI

Our cloud-based email archiving service is offered on a low cost per mailbox/month charge with unlimited storage. There are no hardware or software licenses to buy, eliminating any need for capital outlay requirements.

By using a cloud-based service and having data stored in secure data centres, you can avoid compliance fines and fees associated with data loss; as well as costs associated with eDiscovery which can represent more than 35% of a potential litigation cost.



## Unlimited storage

Storage capacity automatically increases on a per customer basis, at no additional cost. Regardless of how much email you add, you will never run out of storage, or be charged additional fees. This allows you to easily comply with data retention regulations as well as produce any supporting evidence during a litigation.

## .PST vs archiving

Searching through multiple PST files to find an email may take hours, days or weeks. They only contain “selected” emails and will be of little use in supporting a proper eDiscovery process. Because email archiving is powered by cloud CPU power, you can search and retrieve email and attachments at business and user level within minutes using a simple interface.

## Backup vs archiving

Archiving is different from backup in a number of ways. For example, archived data is readily available and accessible, whereas backup data is typically stored offline or even at an off-site storage facility.

With an archive service, you are able to search archived data instantly to locate specific information, whereas with a backup service, you typically have to restore the backup data to its original source or to other media to make the data accessible, and this wastes valuable time and resources.

## Compliance

- FISMA/FIPS\* (Infrastructure), NARA 36 CFR, 1220.34 & 1220.38, FOI, Legal Discovery.
- Data is accessible and searchable in real-time 24X7.
- Can define custom retention policies
- Storage is designed to sustain the concurrent loss of data in two facilities.
- All message content, attachments and metadata are stored and fully indexed.
- Search results can be exported and downloaded in a variety of standard formats
- Data stored in WORM format by default
- AES 256 bit encryption for all data in transit and at rest
- Custom tagging and advanced search (for classifying and locating complaints)

## End-to-end solution

We offer an end to end solution for businesses – from migration to an enterprise-grade Hosted Exchange service to secure archiving. All services can be provided on-demand and tailored to best match individual business needs.

This way you can eliminate any complexity associated with dealing with multiple service providers or time wasted on finding, integrating and managing the right service.