

Complete Telecom

Managed Email Archiving



With email the single most critical business communication tool, many users regularly require access to mails they will have sent or received at some time in the past. As a result, a large proportion of email users prefer not to remove older mails from their accounts, which in tandem with ever increasing use of rich media in emails, results in mail servers straining under the weight of data. This situation can have a detrimental effect on server performance, and can have knock-on effects on overall system backups.

An added driver for increasing uptake of email archiving is the question of legal discovery. Numerous examples exist of where organisations are obliged on the foot of a discovery order to provide copies of electronic communications relating to legal disputes. As well as being a costly and time consuming affair, where collation of emails is based on restored backups – delays in provision of such information has in some instances led to large financial penalties being applied by courts.

Such scenarios perfectly illustrate the fundamental differences between backups and archives.

Complete Telecom provides clients with an email archiving solution that operates without the requirement for expensive on-site hardware or software deployments.

Our archiving solution provides client environments with email archiving as a service with associated costs greatly reduced and spread over convenient monthly billing periods. Should the number of user accounts change, the service cost is adjustable immediately to reflect this.

The service model is secure and reliable, and results in mails being seamlessly streamed off for off-site storage, where indexing allows for later searching and retrieval on demand by end-users.

Email Compliance

Mail Archiving

- Inbound, Outbound service: Captures all incoming and outgoing email messages and attachments for all registered domains that have activated archiving.
- Internal email retrieval via email journaling or push SMTP journaling.
- Policy-based email archiving supporting regulatory compliance through unlimited archiving capacity.
- Retention policy configuration per active directory group including cross group policy inheritance.
- Full SMTP trace data set capturing and recording including unique email identifier stamping.

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- Secure private data vault with 128 bit store-level encryption with discrete store for each customer, maintains a secure separation of one customer's archive data from all other customers' archive data.
- Content Indexing - Creates a searchable full text index from the content of all captured messages including headers, body and supported attachment types.

A screenshot of a web-based login form. The form has a blue background. At the top, it says "Security (show explanation)". Below this are two radio button options: "This is a public or shared computer" (selected) and "This is a private computer". Below the radio buttons are two input fields: "User name:" and "Password:". Below the password field is a link "(Forgot Password)". At the bottom right of the form is a "Log In" button.

Email Searching and e-discovery

- Includes a Search Archive web-based search application that allows retrieval of any message in the archive based on date, sender, recipient, subject or content via searchable indexed content.
- Search Archive Access allows a designated individual to search their message archive with password protected access.
- Search Archive Manager access allows a designated manager to search the entire domain level message archive with password protected access.
- Includes a browser based message viewer that displays the text of retrieved messages and displays attachment links.
- Full archive search audit trail with captured archive search criteria.
- Search and discover email as it is processed by the Topsec Technology service.

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- Search results, includes highlighting of keywords and partial keywords matches.
- Offers ability to export search results to PST.

The screenshot shows a web-based email search interface. At the top, there are navigation tabs for "All", "Incoming", and "Outgoing", along with a "LOGOUT" button. Below this is a search filter section with fields for "Message:", "Subject:", "From:", "To:", "Attachment Type:", and "Sent Date:". A "Has Attachments" checkbox is also present. The main area displays a list of search results with columns for "From", "Subject", and "Date". The results are as follows:

<input checked="" type="checkbox"/>	From	Subject	Date
<input type="checkbox"/>	postmaster@esat...	Re: test to esat 17/01/11	1/17/2011 9:23 AM
<input type="checkbox"/>	postmaster@esat...	Re: 15:03	1/4/2011 3:06 PM
<input type="checkbox"/>	ebaneham@topsec...	15:04	1/4/2011 3:05 PM
<input type="checkbox"/>	postmaster@esat...	Re:	12/16/2010 12:24 AM
<input type="checkbox"/>	postmaster@esat...	Re:	12/15/2010 11:50 PM
<input type="checkbox"/>	postmaster@esat...	Re:	12/15/2010 3:17 PM
<input type="checkbox"/>	ebaneham@topsec...	15:07	12/15/2010 3:08 PM
<input type="checkbox"/>	postmaster@esat...	Re:	12/15/2010 3:00 PM

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The detailed view of the selected message shows the following headers:

Subject: Re: test to esat 17/01/11
From: postmaster@esat.net
Sent: 1/17/2011 9:23:18 AM
To: ebaneham@blockmail.eu

Below the headers, a note states: "Your email message was received on Mon Jan 17 9:23:18 2011 by the Esat Net central mail relay system based in Dublin, Ireland."

Litigation hold

- Offers the ability to mark groups of email for non deletion even if the retention period has expired or lapsed.

Data Export

- Offers the ability to download retrieved messages to an industry-standard format (EML) or mail retrieved messages as attachments.

Data Import

- Offers the ability to upload current archive data via PST upload/import.

Integration

- Outlook plug-in – Allows for searching of the customer Archive from the users outlook client.

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- MS SharePoint Plug-in – Allows for searching of the customer Archive from the customers SharePoint installation.

Encryption

- Transport layer encryption encrypts the mail traffic during the SMTP conversation.
- SSL3 encryption – All user and administration interfaces run under SSL using HTTPS addressing.
- 128 Bit-encryption of all data stored within the customer archive.