MessageSolution Updates

MessageSolution — Makers of Enterprise Email Archive and Enterprise File Archive software solutions

Issue Highlights

- Top 10 of 2008
- What You Didn't Know You Didn't Know about Archiving
- New Solutions
- Events for 2009

Top 10 in '08:
MessageSolution's Countdown of the Best of 2008

Before we count down to the new year, MessageSolution counts down our biggest achievements of 2008.

10. Making product videos available online.

9. Attending Novell's Brainshare Conference for the first time.

8. Establishing new partnerships in the U.S., Asia, South Africa, the Middle East, Australia, and New Zealand.

7. Releasing the Solutions section of www.MessageSolution.com.

6. Expanding audit and legal support features in EEA version 5.6.

5. Winning the 2008 Best Products & Services Award.

4. Releasing Enterprise Email Archive for GroupWise Server.

3. Winning the 2008 MSExchange.org Reader's Choice Award for Best Exchange Archiving solution.

2. Becoming the first email archiving company to support all top 3 enterprise email servers — Exchange, Lotus Domino, & GroupWise!

1. Winning the 2008 Best Products & Services Award!

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What You Didn't Know You Didn't Know About Archiving

Electronic archiving is a relatively new concept for most businesses' IT departments. If you're more confused by the research you've done on email archiving than you were before you started, you're not alone. MessageSolution's support and customer-facing teams have gotten together to discuss the most common misconceptions about email archiving. Here's what they had to say:

Misconception #1:

Archiving is just another form of backup.

False. Archiving is so much more than just another form of backup.

Like backups, archiving makes and stores a copy of an email or file. However, the main difference between archiving and backup is in the indexing and retrieval function that archiving provides.

Archiving indexes message and file content and relevant metadata upon storage, which makes searching for archived data extremely fast compared to searching through backup tapes. Ask anyone who has had to perform e-discovery on years of tape backups and you'll learn how much faster search and retrieval is with an archiving solution in place.

Misconception #2:

If I archive an item, it will no longer be on my email server.

This is not necessarily true. Although some archiving solutions may automatically remove an item from the email server upon archiving, some solutions do not.

For example, MessageSolution Enterprise Email Archive by default does not remove or delete items from the email server. However, you can easily configure the archive to do so.

You can also enable 'stubbing', which strips the content of specified messages or attachments (or both) off of

the email server and stores it on the archive server. Stubbing and archiving are different processes with different goals.

When users click a 'stubbed' message, they will be able to view the entire message or attachment as if it were still in their inbox.

Misconception #3:

If I want an archiving solution, I'm going to have to install third party software on my email server.

False. Many archiving products do not require you to install anything on your email server.

For example, MessageSolution Enterprise Email Archive only requires something to be installed on the email server if you need Outlook Web Access or Domino Web Access archive integration. If all your users use the Outlook or Lotus Notes client, or, if you just want to access the archive through a web console, nothing needs to be installed on the email server.

Misconception #3:

All archiving solutions require SQL server or some other third party software to work properly.

False. Among others, MessageSolution Enterprise Email Archive does not require businesses to buy or configure any third party software to begin archiving. MessageSolution's development team recognized early on that SQL server was not ideal for searching through unstructured data like emails.

To avoid the problems associated with relational databases, Enterprise Email Archive employs a flat file structure to store archived content and metadata. This design allows for faster searches and significantly eases the process of backing up the archive.

Misconception #4:

Archiving has to use journaling.

You guessed it....False! Journaling is one of two major methods of archiving: journal, or real-time, archiving and scheduled archiving.

Journaling or real-time archiving is the capture of all incoming and outgoing messages in real-time, as they pass through the email server. This approach is well-suited for organizations with strict compliance requirements, as it eliminates the risk of users deleting an item before it can be archived.

Scheduled archiving captures messages on a scheduled basis; that is, messages can be archived once they reach a certain age or simply at the end of every work day. This approach works well for organizations that have less stringent retention requirements, as it gives users time to prune personal, irrelevant, or junk mail.

If you have more questions about archiving, please contact your MessageSolution account manager.

Welcome, New Customers!

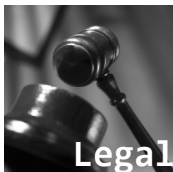MessageSolution would like to welcome a few of our newest **Enterprise Email Archive** customers:

Bonhams headquarters — United Kingdom
Casey Family Programs — Washington, USA
Cohen & Gresser LLP — New York, USA
DeGolyer & Macnaughton — Texas, USA
Dymun + Company — Pennsylvania, USA
ESL Investments — Connecticut, USA
Fox Racing Europe — United Kingdom
Honda Motor (China) Co., Ltd. — China
Kincel & Company — Pennsylvania, USA
Potawatomi Bingo Casino — Wisconsin, USA
R.O.C. Financial, Inc. — Illinois, USA
Scaled Composites LLC — California, USA

As a member of the Partners Network, your organization is eligible to **receive 10% of the purchasing price** for any organization you refer to MessageSolution that purchases MessageSolution products.

For more information on our referral program, please contact your MessageSolution Account Manager or call +1 408 383-0100.

Welcome to the **MessageSolution Partners Network**!

New: Solutions for Your Industry, Profession, and Messaging Environment

This month, MessageSolution unveiled a major new section of MessageSolution.com — *Solutions*.

The Solutions section is packed with information geared toward particular archiving needs. Visitors can read about archiving best practices based on their particular industry, profession, email server, or archiving goals.

Industries covered include **Finance** and **Banking**, **Health Care**, **Education** and **Government**, **Legal**, **Manufacturing**, **Design** and **Technology**.

Professions addressed include **Executive / Manager**, **Legal Counsel**, **Internal Auditor**, and **IT Administrator**.

The archiving requirements discussed are storage and information management, compliance, and e-discovery / litigation support.

Email server-specific pages are available for Microsoft **Exchange** Server, IBM **Lotus Domino** Server, Novell **GroupWise** Server, and **Linux** / **UNIX**-based email servers.

Just go to www.MessageSolution.com, click 'Solutions', and go!

Thank you to our customers, partners, employees, and everyone in between for a year of phenomenal growth.

MessageSolution wishes you a joyful holiday season and a Happy New Year. We'll see you in 2009!

About MessageSolution

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MessageSolution delivers the technology and infrastructure for total compliance. As the leader in compliance technology and data storage management, MessageSolution applies specialized expertise and advanced technology to create email and file archiving products that help clients meet their critical storage, archiving, compliance, litigation support, and data retrieval needs.

MessageSolution ™
Customer Driven Trusted Partner

www.messagesolution.com

Archiving Events

Come meet the MessageSolution team at these upcoming archiving events.

IBM Lotusphere Conference 2009
January 19-21 — Walt Disney World Swan & Dolphin Hotel, Orlando, FL
MessageSolution Account Executive Tara Anima and Assistant Marketing Manager Ashley Coover will attend.

Microsoft WinConnections 2009
March 15 - 18 — Hyatt Regency Grand Cypress, Orlando, FL

Microsoft TechEd North America 2009
May 11 - 15 — Los Angeles Convention Center, Los Angeles, CA

To find out if MessageSolution will be attending an event near you, visit our Archiving News & Events page

Below are the events MessageSolution recently attended. Did we see you there?

Microsoft WinConnections 2008
November 10 - 13, 2008 — Mandalay Bay Conference Center, Las Vegas, NV
MessageSolution Account Executive Tara Anima and Ashley Coover attended this event, along with CTO Jeff Liang.

TechTarget Email and File Archiving Seminars
September 2, 2008 – Park Plaza Victoria London Hotel, London, United Kingdom
MessageSolution International Account Manager Kathy Huang and representatives from MessageSolution's U.K. channel partner ImperaData attended this event.

December 9, 2008 — Hyatt Regency Chicago, Chicago, IL
MessageSolution Account Executive Tara Anima and Lead Enterprise Support Charles Huang attended.