



# **MessageSolution Marketing Requirement Document**

Enterprise Email Archive version 5.6

## Features List

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## **Annotation**

### **Market Needs**

As each document may be reviewed by several different groups, or even by the same group or individuals several times over, it is considered a necessary feature to be able to make notes to easily inform others of what might have been found during the discovery process. As most historical mail is saved for compliance purposes and not for its aesthetic value, legal teams and analysts have requested a more convenient method to convey their thoughts or their findings to others who may view the data after them.

### **How it Works**

The EEA allows annotations to be made by each reviewer who opens or views an email archived by the EEA that has been placed on a legal or e-discovery hold. The annotations can be updated as necessary by each subsequent review and will not affect, modify, or distort the legality of the email being reviewed. This maintains compliance with all regulations as well as easing the burden placed on the analyst or reviewing team. This also eliminates the need for separate emails or paper notes outlining the progress of the investigation/research. Comments can be made in different sections of the EEA archive, including, but not limited to, emails placed on Legal Hold, Classifications, Tags and/or placed in a Basket.

## Legal Hold

### Market Needs

Email Archiving can be implemented for various reasons, but the most common reasons are storage considerations, the ability to search the data in a fast and convenient fashion, migrating data to reduce the load on the mail server, improving overall system performance, as well as litigation, compliance, and e-discovery. Due to the increased popularity of email in the work place and the legal status of email messages as business documents, it has become critical for most organizations to implement a solution to facilitate the storage of and easy access to (search of) the large amounts of data sent and received on a daily basis.

### How it Works

With Legal Hold the EEA allows the normal retention policy to be extended for a specified period of time without modifying the configuration of the system to include more data than is necessary for a particular investigation. Legal Hold is created on an as-needed basis and gathers all the data into one convenient location, where they can be viewed, downloaded for analysis, or mailed to a remote party for further analysis.

Ligation Support or “e-discovery” poses new challenges for administrators. The data must be preserved in its original layout, maintaining all of the original metadata, and must be accessible in its “native format”. EEA 5.6 makes e-discovery searches simple as the data is stored with all of the original metadata maintained and archived messages or attachments can be easily downloaded or restored to their respective “native format”. Archiving the data with the EEA eliminates issues of inability to access the data or the data being stored in an inaccessible format, altered, deleted, or accessible by unauthorized individuals. All data is searchable within the archive and any data placed on Legal Hold is instantly available for review and analysis, thereby significantly reducing the possibility of “lost” or “destroyed” data and, with the unique code applied to each record, authenticity is maintained and verifiable.

## **Mail Classification**

### **Market Needs**

Classification of documents, by its very nature, is a very time-consuming process. Each document to be processed must be read, analyzed, dissected, and then re-analyzed, making this a very subjective and inefficient process. Yet the need for classification of documents is apparent simply by viewing any email user's mailbox. The user will attempt to classify or arrange their email in different folders and sub-folders to organize their chaotic email INBOX. This need to "make sense" out of each environment has extended to the user's need to manage their email data, both in their mailbox and from within the EEA archive, in whatever manner most convenient and easily understood by that particular user. In addition, for litigation support/e-discovery it may be necessary to classify groups of mails or even individual mails for ease of review/understanding by the legal/analytical teams.

### **How it Works**

The EEA allows for custom classification of a group of emails, where each item as it is classified is grouped together with other items sharing the same classification. Each classification can then be edited or downloaded for offline review. The EEA also provides a convenient method to view the Classifications using either a text or graphical representation. Each Classification can be applied as a rule or policy against the entire mail archive eliminating the need for the user to manually browse through their messages to search and categorize each email. Classifications can automatically be applied against Subject, Content, Attachment, Sender, Recipients, Owner, File Extension, and/or Message Size, along with fields defining the search timeframe, size of the messages to search, and whether this Classification should be added to or excluded from the Classification grouping. Each Classification can also grant access privileges to a select list of users for added security and control.

## **Email Tagging**

### **Market Needs**

Email tags are a quick and convenient method to remind the end-user that there was something within or about that email that requires them to take a specific action on the message. Tagging provides a highly visible reminder, which the end-user can set to specify what needs to be done with the message, and allows messages to be quickly grouped together and/or marks messages of varying levels of importance. The use of Tags has gone from just simple flags used by a few users to a standard feature on most email clients.

### **How it Works**

The EEA provides convenient options for the administrator or review team to divide their search results. The EEA Tagging feature allows the user to ‘tag’ any message for easy visual identification with a variety of default tags or custom tags created by each user. Either option will allow the review team/user the ability to quickly glance at the “Tag” and get a quick understanding of what needs to be done, or has been done, with the data in question.

## Status Reports

### Market Needs

Knowing the status of your system or network is an integral part of being an administrator. Without this information it is almost impossible to effectively maintain, tune, or protect the integrity of the system. Knowing what happened at what time, by whose command, and where the command originated is mandatory for compliance regulations and internal security controls. Status reports should be easily readable, accessible only by authorized individuals, and permanent.

### How it Works

The EEA provides several reports whose content or information reflects the current state of the archiving application and system status. This information can assist in an inquiry or investigation and is only for informational purposes. User, actions, IP addresses, subject, sender, and inquiries are some of the information available from the reports, which help provide a picture of the type of usage the archive is put to. Reports can be exported and used in combination with other reports and reporting tools as part of litigation support or performance tuning.

## Graphical Charts

### Market Needs

Graphs provide a quick and easy way to see just what is happening at a particular time with the data in question. Graphs are becoming easier to use and provide a visual representation between different variables. With this increased ease of use and the reduced amount of time that most users have to view data, graphs are a good way to present the data clearly and quickly.

### How it Works

The EEA provides graphs to represent various user data, such as Classification results and Analysis Reports. These graphs present the data in a graphical format (the data can also be displayed in a chart or text format) that is both colorful, easy to understand, and professional in appearance. Because most of the data in the logs are numerical or statistical in nature, by presenting them in a graphical fashion the EEA portrays the information in a contextual manner. The EEA uses graphs to portray trends, patterns, relationships, different layers of information, and how information is connected.

## Message Analysis

### Market Needs

Message Analysis is a standard component of any e-discovery/litigation support process, wherein each email will be examined for authenticity, authorship, and meaning. This process is extremely complex and requires several different components that must work together to provide a clear picture of the situation being analyzed. Documents must be scrutinized and then tagged and classified in a long and involved process.

### How it Works

The EEA maintains logs and provides search tools that, along with the full-text indexing, provide validity, duplicability, and reliable inferences from the search results. The EEA is a valuable tool for compliance and litigation support/e-discovery; when enabled to capture all messages, the EEA can ensure that a company is in full compliance and able to perform e-discovery analysis on any of the data stored within the archive with complete confidence in the validity and the completeness of the data.

## New Features

- UI revamped for easier navigation with a modern design
- Ability to archive from Exchange, Domino, GroupWise, Pop and/or IMAP servers from one installation of Enterprise Email Archive
- Improved user management for distinguishing users in enterprise environments
- Improved global access to multiple Enterprise Email Archive servers
- Archive repositories using distributed servers list/setting
- Automatic back up of data folder for ease of support, DR, and DCP
- Configurable Scheduled Archiving windows for archiving start and end times, to bypass bottlenecks and conflicts for both legacy emails and ongoing scheduled archiving
- Configurable Mailbox Manager windows for archiving start and end times to prevent conflicts with other processes
- Notes may be associated with archived mail for tracking and internal use
- Archived messages can be put on "Litigation Hold" to fulfill legal responsibilities and leverage responsive mail
- User-definable classification of mail, with access controls to set pre-defined searches to streamline administration and auditing
- Detailed Archiving Status reports
- Graphic chart of classified messages to easily break down archived messages
- Ad hoc analysis reports of user-definable message flow in an environment with graphic tree options

## **SUMMARY**

Enterprise Email Archive (EEA) 5.6 is the most recent release of MessageSolution’s award-winning, software-based email archiving solution, Enterprise Email Archive. Enterprise Email Archive integrates with email servers such as Exchange Server, Lotus Notes Domino, Novell GroupWise, and a variety of Linux/UNIX-based email servers. Enterprise Email Archive automatically archives data onto low-cost online storage devices, reducing the cost of information lifecycle management. Enterprise Email Archive reduces the storage requirements placed on email servers, optimizing server performance and increase reliability. Enterprise Email Archive simplifies mailbox management for users and administrators by quickly finding the requested emails or attachments, recovering lost emails, and meeting legal requirements. Enterprise Email Archive helps enterprises to improve service levels for email servers, provides a rapid ROI, and a lower TCO of email servers.

## **ABOUT MESSAGESOLUTION**

MessageSolution delivers the technology and infrastructure for total compliance. As the leader in compliance technology and data storage management, MessageSolution focuses on applying specialized expertise and advanced technology to help clients meet their critical archiving needs.

For more information, visit our website: [www.MessageSolution.com](http://www.MessageSolution.com)