



MessageSolution's Unique Strengths
for Enterprises

"Partner with a vendor that has a long-term commitment to archiving and an aggressive road map for improving the platform and supporting multiple content types."

Gartner Report: The Emergence of Integrated Content Archiving Requires an Enterprise Archiving Strategy
3 December 2008, Kenneth Chin & Carolyn DiCenzo

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Introduction

MessageSolution is the global technology leader in email, file server, SharePoint, Quickr archiving solutions for electronic discovery, compliance, and data storage management. MessageSolution's technologies help enterprises and organizations to mitigate risk and reduce costs.

MessageSolution's email archiving products enable clients to cost-effectively manage messaging resources, fully comply with industry regulations and quickly respond to urgent legal, audit and discovery needs. MessageSolution actively works with clients to re-define their IT infrastructure worldwide.

MessageSolution's innovative, flexible, highly scalable live archiving solutions address the following issues in electronic document and business information processing:

- Governance of corporate intelligence
- Email and file archiving
- Storage and server optimization
- Regulatory compliance
- Litigation support
- Electronic discovery
- HR risk management

Global Support

MessageSolution is headquartered in Milpitas, California, in the heart of Silicon Valley, with additional offices in Castro Valley, California, and Beijing, China. MessageSolution maintains operations in North America, Europe, and Mainland China, along with distribution channels established in North America, Europe, Australia, Africa, and Asia Pacific.

“By 2010, 30% of enterprises will have deployed an Integrated Content Archiving platform led by document, e-mail and file archiving initiatives.”

From Gartner Report

The Emergence of Integrated Content Archiving Requires an Enterprise Archiving Strategy

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“MessageSolution Enterprise Email Archive and Enterprise File Archive have been designed from the ground up to be highly scalable solutions with a broad feature set aimed at a diverse set of requirements.”

A Review of MessageSolution Enterprise Email Archive and Enterprise File Archive

Published September 2008

Michael Osterman, Osterman Research

Team

MessageSolution's dedicated team of professionals came from wide array of companies in Silicon Valley, including technology veterans from Sun Microsystems, IBM, and talented graduates from Stanford University. With 20+ years of high tech experience and a profound technical background, MessageSolution focuses on solving clientele's IT problems by providing solutions in information lifecycle management and content storage management.

MessageSolution Archiving

MessageSolution Enterprise Email Archive (EEA) 5.6 is the most recent release of MessageSolution's award-winning on-site and SaaS email archiving software solution. Enterprise Email Archive delivers a powerful arsenal of features and functions designed to address the records management requirements of a variety of enterprise messaging environments.

Enterprise Email Archive's cross-server, multi-platform support allows one archiving solution to support an enterprise's current and future messaging environment. MessageSolution integrates with Exchange Server, Lotus Notes Domino, Novell GroupWise, and a variety of Linux/UNIX-based email servers. MessageSolution supports various operating systems, including Windows, Linux, and Solaris environments.

Enterprise Email Archive automatically archives data to powerful online storage devices, reducing the cost and complexity of enterprise information lifecycle management. The archive simplifies mailbox management for end-users and administrators by quickly finding the requested emails or

attachments, recovering lost emails, and meeting legal requirements.

Enterprise Email Archive reduces the storage requirements placed on email servers, optimizing server performance and increasing reliability. Enterprise Email Archive delivers a rapid return-on-investment (ROI) and a lower total cost of ownership (TCO) than competitive enterprise archiving solutions.

Global Technology Leader in Live Archiving Solutions

MessageSolution has achieved many 'industry firsts' because of the company's 'Customer Driven' commitment to work with customers and partners to deliver the features and functionality that are often under-represented in the archiving industry. MessageSolution's development history is the best indicator of the company's commitment to being one step ahead of other archiving solution providers. MessageSolution's product lifecycle lasts from six to twelve months, which allows MessageSolution to consistently provide enterprise clients with the newest features and functionality.

MessageSolution was the first archiving solution provider to natively support the Linux operating system, along with full support for Windows. When MessageSolution's archiving solutions entered the market, support for Linux operating systems was unavailable. Today, Linux is increasingly viewed as a strong competitor to Windows in the market and is supported by competitive vendors like Symantec and Autonomy.

In February of 2008, MessageSolution released Enterprise Email Archive for GroupWise server, making MessageSolution one of the few email archiving vendors in the market to support GroupWise and the first to support all of the three top-selling enterprise-level email servers: Microsoft Exchange, IBM Notes Domino, and Novell GroupWise.

In the first quarter of 2009, MessageSolution became the first archiving solution provider to deliver a true 64-bit archive application to run on a 64-bit operating system (OS) platform. Industry-leading development efforts like this involve large commitments of financial and development resources; this is why most vendors still run 32-bit applications on a 64-bit machine, which does not fully utilize the system resources that 64-bit OS platforms provide.

In the second quarter of 2009, MessageSolution became one of the few archiving solution providers to offer a unified email, file, and SharePoint archive solution for both on-site and

Software as a Service (SaaS) deployments. MessageSolution allows businesses to deploy multiple archives on the same archive server to reduce hardware requirements. A unified web-based interface for administration and end-user searching eases archive management.

The First Archiving Application Supports 64-Bit OS

MessageSolution's development team surpassed key industry players and became the first archiving vendor in the market to deliver archiving solutions that take full advantage of 64-bit operating systems, providing a true 64-bit application that runs on a 64-bit OS machine. Due to the high cost of re-programming the code to fully support a 64-bit OS, competitive vendors continue to run 32-bit applications on a 64-bit machine, a method that does not fully utilize the system resources that 64-bit OS platforms provide.

Industry-Leading Scalability

MessageSolution delivers the archiving industry's highest scalability. MessageSolution set the archiving industry scalability record with an implementation that reliably archives more than 11,000 users on one single MessageSolution archive server.

Competitive enterprise-level archiving solution vendors can only reliably archive an average of 3,000 to 5,000 users on a single archive server. The MessageSolution archiving system's next-generation technology delivers new heights in scalability and flexibility, which has enabled MessageSolution to set the bar for enterprise archiving scalability.

Data can be stored to multiple repositories, which can all be searched centrally using the archive's search feature. MessageSolution Enterprise Email Archive is powered by a built-in full text search engine and database that search through millions of emails across global locations and data centers within seconds. No SQL server or third party search engines are required.

In a single search query, users can specify exact subject line, content & attachment that contains a phrase near an entered query, sender, recipient, content in all other fields, message size, file extension type, attachment file name, within a specific date range, within a particular repository. MessageSolution's next-generation backend design improves search and retrieval speeds and makes backups quick and easy.

MessageSolution Enterprise Email Archive uses a full text, flat file database system. The flat file index has a major advantage over competitors because for each archiving session only two

folders are created, one for message content and one for attachments. While competitors create hundreds or thousands of individual folders every day, resulting in millions of folders to search through at the end of a year, MessageSolution's indexing technology ensures that less than 800 files will be created. The result is less files to search through, yielding faster search results for end-users.

Comprehensive Records Management

Unified Solution

MessageSolution is among the few archiving solution providers to offer a unified email and file archiving solution. The unified email and file archive can be installed on one archive server, lowering hardware costs. Both archives can also be managed and searched from one convenient user interface.

Full Automation

MessageSolution Enterprise Email Archive automates email management. There is no need to manually manage inboxes or for users to create desktop archive files.

Achieve Compliance

Enterprise Email Archive captures, indexes and archives all compliance-stipulated metadata to offer customers a comprehensive compliance solution for email management. Logs and built-in reports track archive activity, processes, and user messaging and behavior patterns.

Reduce Storage

High ratio compression and single instancing reduce email storage volumes by an average of more than 75%. MessageSolution supports centralized archiving of PST, NSF, and other local archive files.

Support Litigation Efforts

MessageSolution provides advanced litigation support features such as thorough e-discovery, legal hold, message classification, tagging, transparent annotation, message pathway analysis, and authenticity verification. Data can be exported for further review.

Optimize Performance

MessageSolution Enterprise Email Archive can remove emails and attachments from the email

server, resulting in an optimized email application infrastructure where employees have immediate access to archived data.

Security & Compliance

Enterprise Strategy Group's research shows that there are more than 10,000 laws and regulations drafted by U.S. federal and state legislators that address "records." Compliance regulations continue to spring up around the globe, including the Universal Market Integrity Rules for Canadian Marketplaces in Canada, the Data Protection and Freedom of Information Act in the United Kingdom, the Conseil des Marchés Financiers' Decision 99-05 in France, and The Basic Standards for Enterprise Internal Control in China.

MessageSolution allows regulated businesses to implement automated compliance-driven standards for retention and destruction of electronically stored information. MessageSolution Enterprise Email Archive and File Archive implement secure capture of extremely large volumes of data. Access to and use of archived information is restricted according to company-determined universal, group/department, or even individual user policies. Information retrieval for audits or internal investigations is immediate and secure, allowing users with security clearance to navigate the enterprise network across multiple global locations.

MessageSolution ensures high levels of data security and optimal archiving performance by converting archived data into binary format. All compliance-stipulated metadata is archived with the message body content in the backend of the email archive. MessageSolution's archiving software maintains logs and provides search tools that, along with the full-text indexing, provide data validity, duplicability, and reliable inferences from the search results, a valuable tool for compliance and litigation support/e-discovery. With MessageSolution's archive enabled to capture all messages, attachments or files, 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.

Support for Diverse Enterprise Messaging Environments

Enterprise mergers and acquisitions have led to many instances where an enterprise IT department must manage a mixture of email server platforms within a single company, such as Microsoft Exchange Server and IBM Lotus Domino Server, IBM Lotus Domino Server and Scalix

email server, or Novell GroupWise Server and PostFix email server. Although these mixed messaging server scenarios are becoming increasingly common, many enterprise archiving solutions stumble at this point. Time and money are often lost in the effort to ‘patch’ together archiving solutions to allow multiple email server platform searches. MessageSolution is committed to consistently breaking new ground in the realms of cross-server support and native integration.

MessageSolution’s flexible architecture is able to adapt throughout the enterprise information lifecycle. MessageSolution Enterprise Email Archive is an open standard product that fully supports Microsoft Exchange Server, IBM Notes Domino Server, Novell GroupWise Server, and more than eight major Linux and UNIX-based email servers. MessageSolution integrates with all major directory services such as Microsoft Active Directory, Novell E-Directory, Domino Directory, and open LDAP for more efficient user management in regards to folders, permissions, and groups.

MessageSolution Professional Edition and Enterprise Suite Edition integrate with Outlook, Lotus Notes and GroupWise clients, allowing users to search and browse their archived emails without ever leaving their email client. Transparent integration with Outlook Web Access and Domino Web Access/iNotes is also available in MessageSolution Enterprise Suite Edition.

Supports All Top 3 Email Servers: Microsoft Exchange, IBM Domino, Novell GroupWise, Multiple E-mail Servers Environment, & Cross-OS Platforms

MessageSolution Enterprise Email Archive is an open standard product that fully supports Microsoft Exchange, IBM Domino, Novell GroupWise, and all major Linux-based email servers. The Enterprise Email Archive also supports multiple server environments by one archiving system and cross OS platforms. It is the first cross platform enterprise software archiving solution that supports Windows and Linux. No matter an organization’s current or future email server, MessageSolution’s flexible architecture fits into the current network IT infrastructure and is able to adapt throughout the information lifecycle, increasing enterprise customers’ long-term return-on-investment.

Ease of Implementation & Maintenance

MessageSolution fundamentally revolutionized the on-site archiving product installation process by providing solutions with the ability to be effectively installed on enterprise sites from

remote support centers. In fact, in a 10 archiving solution review by Network World, MessageSolution was one of only two vendors to receive a score of 5 out of 5 on the Installation Process. MessageSolution is able to deploy the archive more quickly than solution providers that require on-site installation teams to deploy the archive at enterprise customers' multiple data centers. Competitors spend weeks to configure mandatory database software and deploy complex solutions at a high cost to customers.

Competitive solutions often lead to long-term resource drain on organizations' administrative support team due to their complex architectures, which in-house teams often find hard to support on their own. MessageSolution engineers designed MessageSolution Enterprise Email Archive with an intelligent flat file database structure, which allows the archive to side-step the complications and requirements of relational databases.

The benefit of this design is that, while SQL-based backends create one file in the database for every item archived, resulting in millions of micro files to backup by the end of a year, MessageSolution creates a maximum of two files for each archiving session (one for message content and a second for attachments). MessageSolution's design ensures that, even if an organization archives every day, the maximum number of files in the database at the end of year one will not exceed 750 files. Limiting the number of micro files in the backend facilitates faster backups and much better search engine performance.

Development Partnerships



ISV/Software Solutions



Novell.



FaceTime®



Awards Received



Reader Trust Award for Best Product and Services Enterprise Email Archiving Category

This respected annual award honors products and services that represent the rapidly changing needs and interests of the end-users of technology worldwide.



Best of Microsoft Tech-Ed 2009 Award Finalist Business Intelligence Category

The Best of Tech-Ed Awards recognize companies who offer innovative products for the industry. Judges from *Windows IT Pro®* and *SQL Server Magazine®* reviewed more than 170 products and services submitted for the contest and chose 35 finalists.



Reader Trust Award for Best Product and Services Enterprise Email Archiving Category

This respected annual award honors products and services that represent the rapidly changing needs and interests of the end-users of technology worldwide.



MSEExchange.org Best Exchange Archiving Solution Reader's Choice Award

The MSEExchange.org web site is frequented by Microsoft Exchange Server professionals. The Readers' Choice awards draw a huge response per category and are based entirely on visitors' votes.



Product Innovation Award 2008 Enterprise Email & File Archiving Category

This annually venerated award recognizes and honors vendors from all over the world with innovative and ground-breaking products that are bringing essential and incremental changes and are setting the bar higher for others in all areas of information technology.

2007: Winner of Dostor Storage Award

Customer Satisfaction

*"The software is quite easy to configure and the search tool available for the users via the web browser is **competitive and easy to use**. I am very happy with the MessageSolution archiving solution."*

- Ralf Mueller, IT Manager at Ivaco International, Inc.

"MessageSolution's search engine makes searching so much easier and more accurate. This solution optimizes our email server's performance and minimizes downtime.

MessageSolution's email archiving software is the solution that every IT manager should have."

- The IT Director at an AMEX-traded property management firm

"MessageSolution email archiving software's reasonable pricing and its excellent performance made it a no-brainer for our team."

- The CIO of a Wall Street security trading firm

"The deployment process for MessageSolution's email archiving system was quick and smooth, and the support was excellent. I spent 3 months working with two other vendors before. MessageSolution's archiving system has been running nicely ever since the installation.

*Other vendors' archiving software...ran into connectivity problems in our complex environment. **MessageSolution definitely stands out.***

*Besides the solid software MessageSolution provided us, saving thousands of dollars for my client because of not having to purchase third party commercial software or databases, in our environment MessageSolution was the simplest package to **comply with Sarbanes Oxley and SEC regulations**. They also provided us with the quickest way to get up and running."*

- The IT Consultant to a NASDAQ-traded financial services company

*"Before MessageSolution, these other vendors came in and did all these fancy presentations. But literally none could support our complex network environment. **MessageSolution software is outstanding and flexible; our team loves it.**"*

- The IT Director at one of the largest state agencies in the Northeastern US