



IBM Software Group

E-mail archiving with the IBM CommonStore solution

Comprehensive – flexible – reliable

A horizontal decorative bar with a green background, featuring a series of colorful icons including a calendar, a globe, a document, and a grid.

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Genis d.o.o.



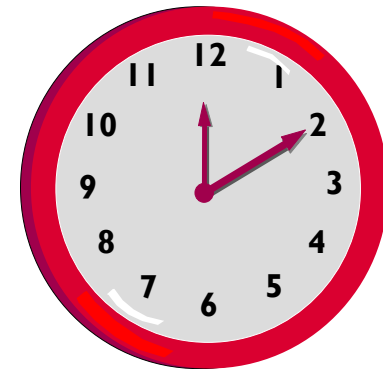
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Agenda

- Overview
- Mailbox management
- Discovery
- Compliance
- Enterprise Content Management repository

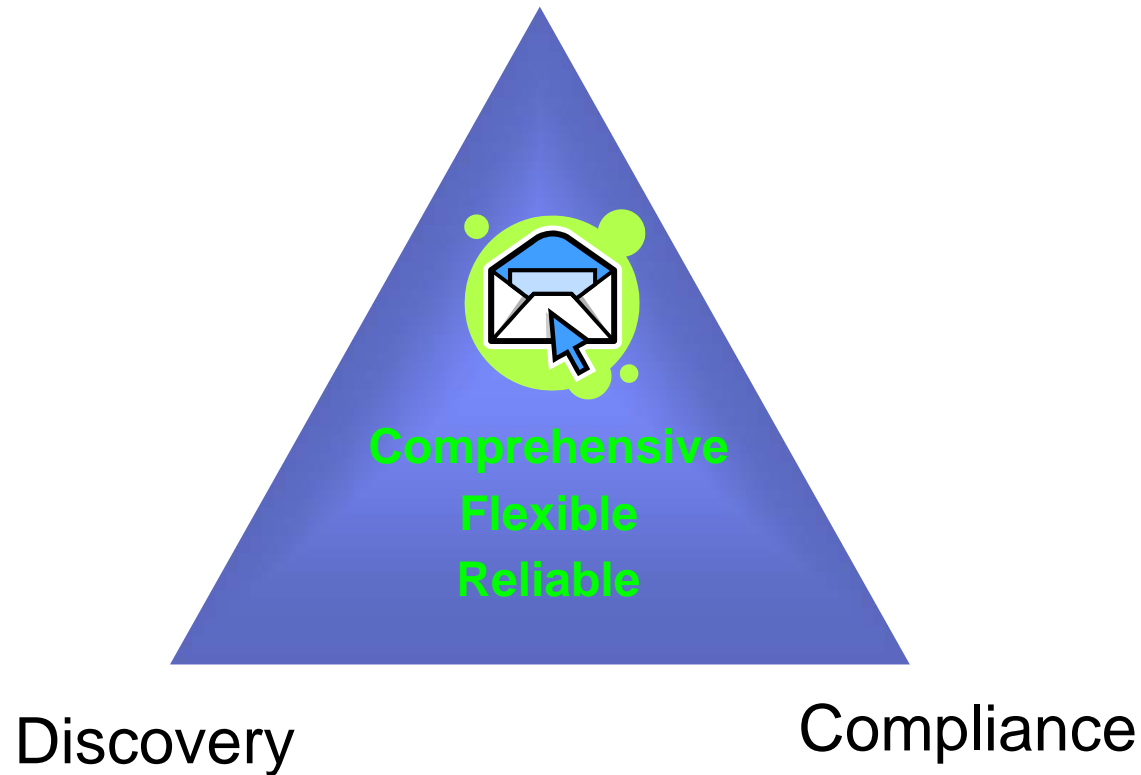
- Beyond e-mails
- System administration
- Technical summary

- Highlights



E-mail archiving with the IBM CommonStore solution

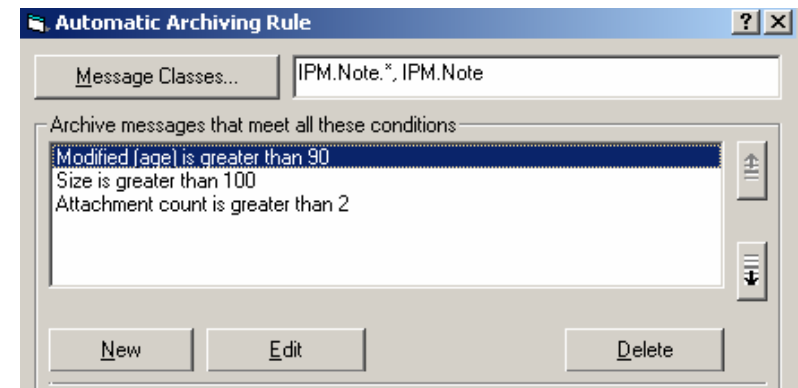
Mailbox management



Automatic mailbox management

- Provides **rule-based, automatic off-load** of old e-mails

- ▶ Example: “All e-mails older than 90 days and larger than 100KB”
- ▶ Leverages Active Directory / Windows groups



- Frees **storage space** on your messaging servers
 - ▶ 2-3 KB placeholder mails instead of 100+ KB mails!
- Shortens your **backup** times
- Helps lowering the **total cost of operation** of your e-mail servers
 - ▶ Old e-mails are stored low cost storage media, like **tape**
- Makes your mail **server consolidation**, upgrade or migration easier



Users have easy access to their old archived mail

- Office users

- ▶ Easy and efficient

- ▶ Just a **simple click**

- Retrieval is processed without blocking their other work in the mail Client

- ▶ **Several documents** can be retrieved at the same time

- Instead of each separately

- ▶ Search panel for archived mails (optional)

- ▶ **100% document fidelity**

- Mail is archived in its original format (no conversion)

Inbox						
!	📧	From	Subject	Received	Size	🚩
	📧	ibm	(Archived by CSX) FW: SIS is great	Thu 10/14/2004 6:06 AM	3 KB	🚩
	📧	ibm	FW: SAP archiving solutions	Thu 10/14/2004 5:58 AM	2 KB	🚩
	📧	ibm	(Archived by CSX) Please check the invoice	Mon 10/11/2004 2:28 PM	3 KB	🚩
	📧	ibm	IBM sets sights on unstructured data	Mon 10/11/2004 2:28 PM	3 KB	🚩



- Laptop users

- ▶ Access to archived mails without connecting to corporate network

- ▶ Additional **local CommonStore archive**

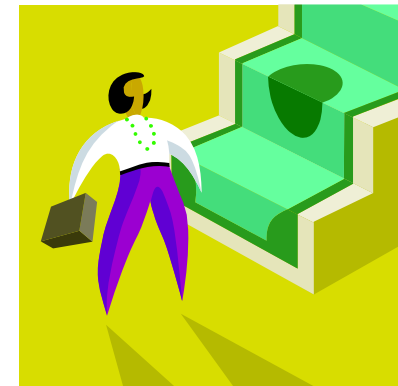
- ▶ Automatically synchronized with central archive

Managing local archive files (PST)



- Mailbox **quota** drives user to move old e-mails to **local archive file**
- User archive files fill up **file servers**
- Additional **storage cost and maintenance** for file servers
- **Risk of data loss** for archive files located on user work stations

- Two steps to success:
 - ▶ 1. Central rule-based archiving
 - Makes local archives obsolete
 - ▶ 2. Ingest local archive files into central archive
 - CommonStore tool for import and link
 - Automatic processing



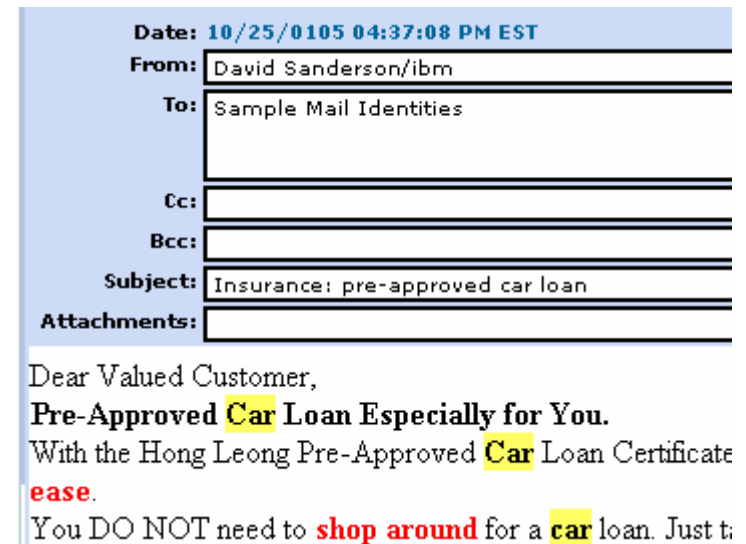
Discovery

- Gives you a **powerful search** interface for mails from many different mailboxes
 - ▶ For auditor, compliance officer, legal department
- Helps you to fulfill search and discovery requests in a **fast and efficient** way
 - ▶ Centralized archive can be cheaper than a single manual discovery requests
- Assists you in your **litigation support process**
- **Minimizes your risk** of being unable to provide important evidence



Powerful eMailSearch in Web browser

- Mails are usually captured and archived **before delivery** to user (“journaling”)
 - ▶ To ensure original content in the archive
- **Highlighting** of matching words
 - ▶ For fast location of content
- Intelligent **full-text indexing**
 - ▶ On mail body and attached files
 - ▶ Multi-language support for international corporations
- Handles **large result lists** with more than 1 million hits
 - ▶ Results can be **exported** and handed over to an external
 - ▶ **Deletion hold** (suspension) for mails under investigation



Easy and powerful search across mailboxes

The screenshot displays the DB2 Content Manager eMail Search Client interface. The top navigation bar includes 'Search', 'Export', 'Legal Hold', and 'Logout'. The main area shows search results for 'MyQuery' from 11/01/2004 to 11/01/2006. A table lists 11 results with columns for Date, Size (KB), From, To, Subject, and On Hold. A preview of an email is shown below the table, including headers like Date, From, To, Cc, Bcc, Subject, and Attachments, followed by the email body text.

Date	Size (KB)	From	To	Subject	On Hold
10/25/0105 04:34:3...	52	David Sanderson/ibm	Led Phut/ibm@ibm	Insurance: avoiding...	Yes
10/25/0105 04:37:0...	6	David Sanderson/ibm	Sample Mail Identities	Insurance: pre-appr...	
10/25/0105 04:39:3...	9	David Sanderson/ibm	Led Phut/ibm@ibm	Insurance: wet weat...	
10/25/0105 04:40:1...	502	David Sanderson/ibm	Ima N Sured/ibm@i...	Insurance: teen driver	
10/25/0105 05:10:4...	328	Diana Palmers/ibm	Randy Hughes/ibm...	Wireless: roaming p...	
10/25/0105 05:21:0...	879	Janet Wilshire/ibm	Randy Hughes/ibm...	BANK: visa offer	

Preview

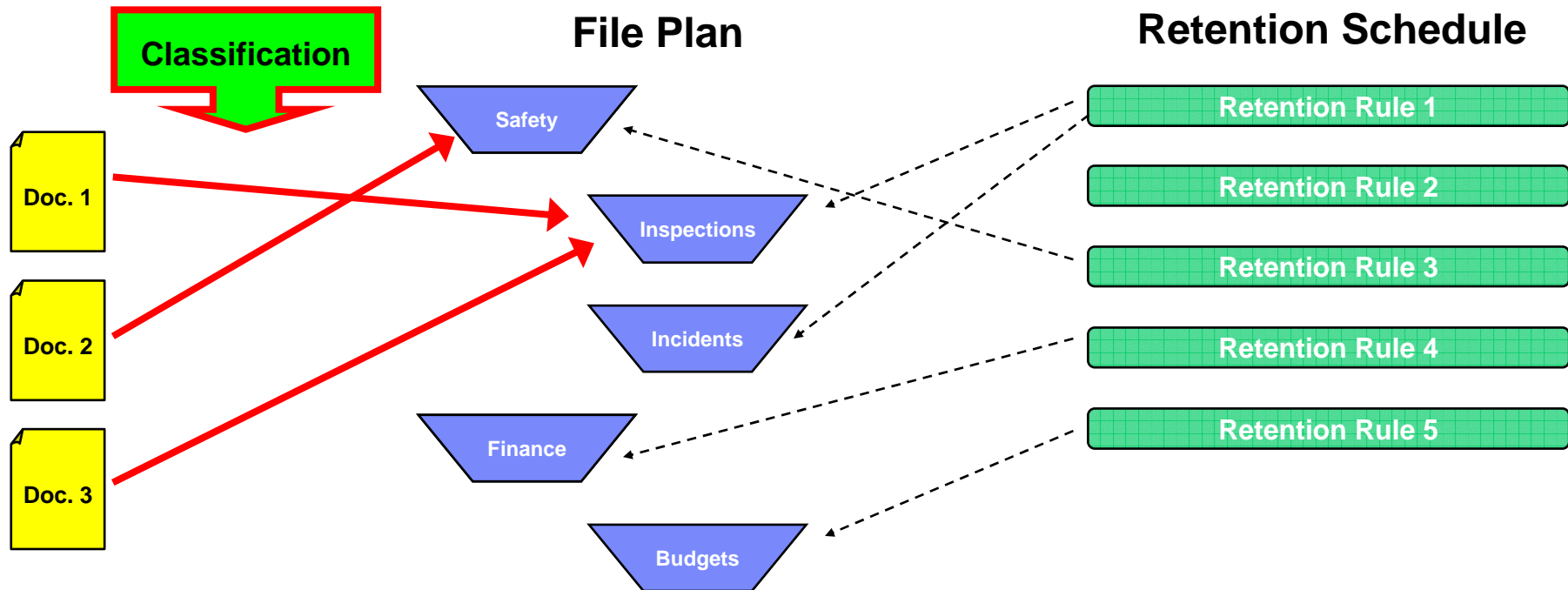
Date: 10/25/0105 04:37:08 PM EST
From: David Sanderson/ibm
To: Sample Mail Identities
Cc:
Bcc:
Subject: Insurance: pre-approved car loan
Attachments:

Dear Valued Customer,
Pre-Approved Car Loan Especially for You.
 With the Hong Leong Pre-Approved Car Loan Certificate, you can now upgrade to your dream car for you and your family with ease.
 You DO NOT need to shop around for a car loan. Just take 2 steps to upgrade to the car of your dream !

Compliance – e-mails as business records



- **Declare and classify** messages in IBM Records Manager
- Central file plan
- Central retention management (time and event based)



Records Manager

- Other functions
 - ▶ Audit-ready logging
 - ▶ Managing of **deletion holds** (suspension)
 - ▶ Auto-classification (example: based on mail subject)
- **Enterprise infrastructure**
 - ▶ Standard interfaces to IBM Document Manager, CM Client and other applications
 - ▶ Federated records management into non-IBM archive systems
 - ▶ Open interface to manage records in any application
- Proven compliance
 - ▶ Compliant and certified with **DoD 5015.2** standard, USA
 - ▶ Approved by the The National Archive (**TNA**), United Kingdom

SOX404



Examples for e-mail records management

- Example 1: Extend eMailSearch with IBM Records Manager
 - ▶ Search results are declared and classified as records
 - ▶ Retention management, logging ... via IBM Records Manager
- Example 2: User selects e-mail to be declared as record
 - ▶ Drag-n-drop into a folder that is linked to a Records Manager file plan location
 - ▶ Manual declare and classify
- Example 3: Automatic declaration
 - ▶ Rule-based
 - ▶ Optional auto-classification

IBM DB2 Records Manager Administrator

icmadmin@recordmanager/jdbc/db2/irmdb

Please check the invoice Actions

Bottom

Address : //Customer/Finance/Europe/Accounts Payable/Please check

Actions

-  [Edit](#)
-  [View](#)
-  [Delete](#)
-  [Reserve](#)
-  [Charge Out](#)
-  [Suspensions](#)

Enterprise Content Management repository

- IBM Content Manager (CM) server
 - ▶ Stores not only e-mails, but any kind of content
 - ▶ Mature, proven, scalable repository
 - ▶ Supports distributed implementation
 - ▶ Logical separation of archive into item types
 - ▶ Flexible configuration of item types and access control
 - ▶ Multi-platform (Windows, AIX, Linux, Sun Solaris, zOS)
 - ▶ Wide variety of storage devices available

- Choice of access to archived content
 - ▶ CM Windows Client
 - ▶ Web Client
 - ▶ Portlet
 - ▶ Open API to integrate into business application



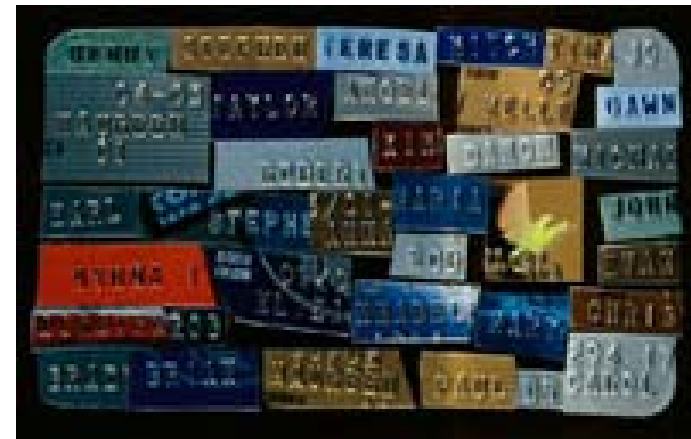
**More than
13,000 customers!**

E-mail archiving and SOA

- CM archive supports industry standard **service-oriented architecture (SOA)**
 - ▶ Based on XML and JavaBeans

- Rich set of **Web services** available ...
 - ▶ For storing e-mails into the repository
 - ▶ For searching for archived e-mails
 - ▶ For retrieving archived e-mails

- Helps
 - ▶ Reusing business applications
 - ▶ Reducing redundancy
 - ▶ Maximizing value of investment



Minimizing storage space and cost



- Avoiding duplicate storage (**de-duplication**)
 - ▶ Identical messages are automatically recognized and archived just once (based on intelligent hash code algorithm)
 - ▶ Example: 1 e-mail is sent to 50 recipients
 - Several copies in Exchange, only 1 copy archived by CommonStore
- **Compressed** storage
 - ▶ E-mail compression usually around 50%
- Minimize the **storage space and cost**
 - ▶ In the archive repository

```
C:\WINNT\system32\cmd.exe
Current SIS (single instance storage) status:
=====
ItemType Code for CSXMail is 1018
ChildComponent Code for CSXCHILD1 is 1039
-----
Total number of message instances stored is 507462
Total number of messages archived is 655018
-----
SIS (duplication) ratio is 1.2907726
Storage space saving due to SIS is 22.527016 percent
Press any key to continue . . .
```

Wide variety of storage options

- **750+** different **devices** from many different vendors
 - ▶ Tape systems and libraries (4mm, 8 mm, DLT, ECART, MAGSTAR, QIC, ...)
 - ▶ Optical drives and jukeboxes, DVD libraries
 - ▶ IBM DR550, EMC Centera
 - ▶ SAN

- State-of-the-art **compliant** storage
 - ▶ Data retention device (WORM on hard disk)
 - ▶ IBM TotalStorage DR550
 - 3.5 – 89TB capacity



Archiving and retrieval beyond e-mails

- Same archiving and retrieval functions in other collaboration tools
 - ▶ Calendar entries, To-do's from mailbox
- Any document from **Exchange public folders** (like posted documents library, work flows ...)
 - ▶ Flexible mapping of attributes and forms

The screenshot shows an email client interface. At the top, there is a header for a 'Team' folder. Below it is a table listing messages. The first message is selected and its details are shown in a pane below.

From	Subject	Received	Size
Administrator	(Archived by CSX) Important document in team library	Mon 6/19/2006...	3 KB
ibm	(Archived by CSX) FW: SAP archiving solutions	Thu 10/14/200...	3 KB
ibm	(Archived by CSX) Worldwide announcement: New Archiving Solution...	Mon 10/11/200...	3 KB

(Archived by CSX) Important document in team library
Administrator
Conversation: Important document in team library
Posted: Mon 6/19/2006 8:26 AM
Posted To: Team

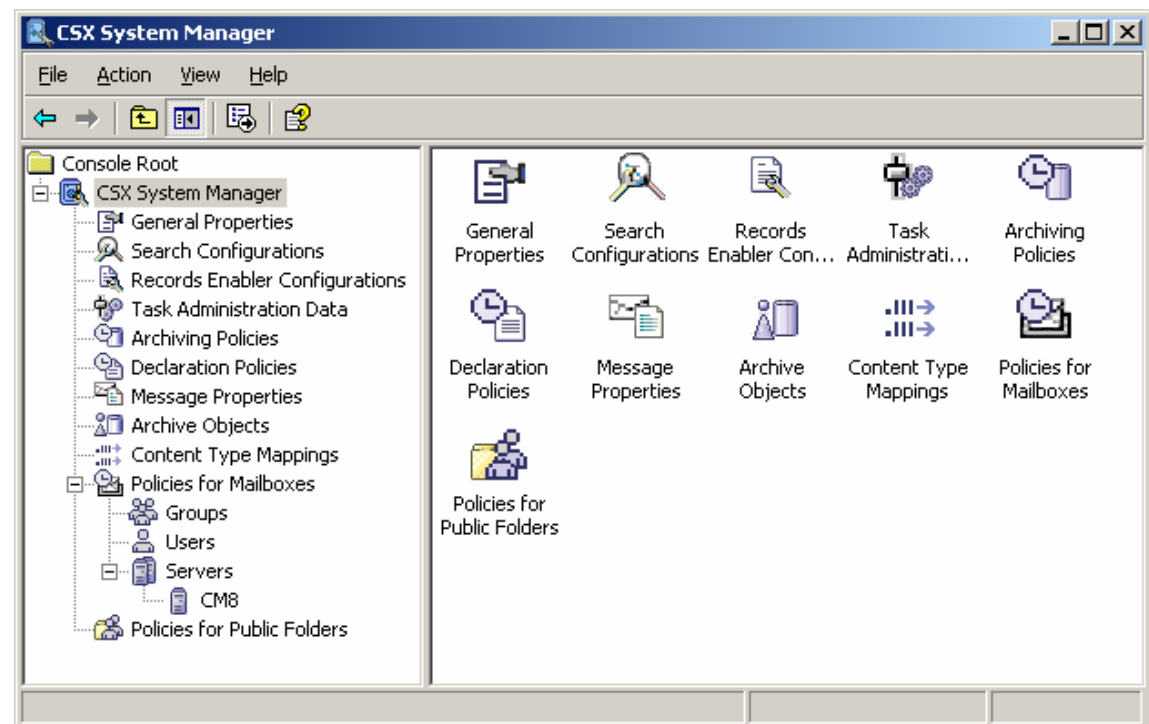
>>> IBM DB2 CommonStore for Exchange Server <<<

This message has been archived by IBM CommonStore at 2006/06/19 08:26:12.

- [Message](#)

Easy system administration

- In Microsoft Management Console (MMC)
- Seamless integration into messaging system environment
- Familiar graphical user interface
- Integration with user directory of messaging system (Active Directory)

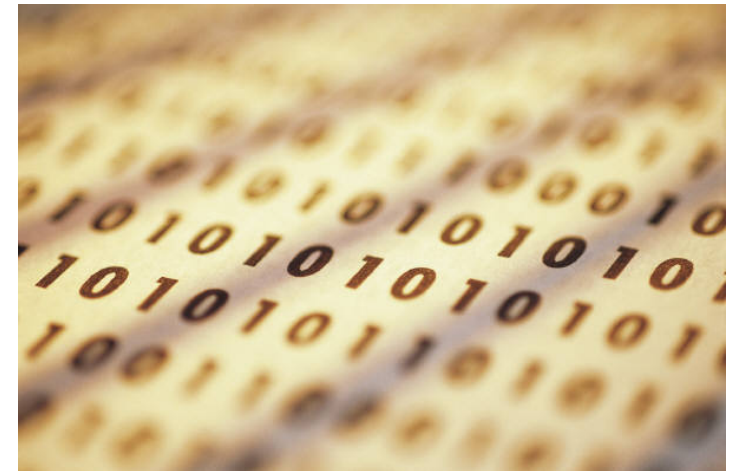


Open and documented APIs

Powerful flexibility!

- E-mail level
 - ▶ Archiving and retrieval requests for specific Outlook items
 - ▶ VisualBasic, C++, Web services

- Repository level
 - ▶ Archive, retrieve, update, delete, export, ...
 - ▶ Java, C++, JavaBeans, Web services



Technical summary

- Works with Exchange 5.5 (*), 2000, 2003
- Works with Domino R5 (*), R6, R6.5
 - ▶ All Domino server platforms supported

- Supported backend repositories
 - ▶ Content Manager v8.2 (Windows, AIX, Linux, Sun Solaris, zOS)
 - ▶ Limited functionality (mailbox management only):
 - Content Manager OnDemand v5.1 (iSeries)
 - Content Manager OnDemand v7.1 (Windows, Linux, AIX, Sun Solaris, HP-UX, zOS)
 - Tivoli Storage Manager v4.2 and higher (limited functionality)



Highlights

- **Comprehensive, flexible** e-mail archiving
 - ▶ Instead of a one-size-fits all approach
 - ▶ Tailored to specific customer requirements
- **100% document fidelity**
 - ▶ No conversion to other format to meet compliance requirements
 - ▶ Best user experience in mailbox management
- E-mail archiving can grow into true e-mail **records management**
 - ▶ Based on central (corporate) file plan and retention schedules
- E-mail archiving as part of **Enterprise Content Management**
 - ▶ Leveraging the same infrastructure
 - ▶ Wide choice of storage devices
 - ▶ Mature, proven, scalable

Questions?

Thanks for your attention!

