



# Email Archiving

## 10 issues for the Storage Manager



### Overview

Why is your storage budget suddenly being eaten up by stored emails?

Why is back-up not enough? Is email that different from the other data you need to save?

C2C's 10 point guide to email archiving bypasses the marketing hype and helps you, the Storage Manager, decide whether you need it, how it helps and what you need to do next.



# 10 Point Guide to Email Archiving

## 1. What do you need email archiving for?

Your organization needs to be clear on this, or it could end up with a completely over-engineered and expensive solution that's just not necessary. There are 3 main reasons to archive email - regulatory compliance, internal policy and capacity management. Most organizations need to archive for one of more reasons to minimize risk and improve system resource usage.

## 2. Compliance

Regulations in the US say many organizations need a secure and audited copy of every internal and external email to be kept in a searchable archive. These regulations apply to many UK companies doing business in the US and the philosophy seems likely to be applied in the EU in the next couple of years. To meet regulations, emails must be copied to a secure archive and indexed for fast retrieval. This sort of archiving does not need to affect the users' mailboxes at all.

## 3. Policy

Automated rules-driven archiving for best-practice data retention and email management. Common sense says that long-term email storage needs managing in line with your data strategy, not only to reduce legal risk but also to improve resource usage. What is archived, where to store it and for how long, while retaining user access to emails, are the critical factors.

## 4. Capacity management

Oversized mailboxes are slowing down the email systems that just weren't built for this much volume. Archiving from overloaded mailboxes on to more efficient media can be better for the user in terms of response and the IT team for resource usage.

## 5. There goes my storage budget...

Emails are not a space-efficient piece of data, especially when you have to save copies of them all. However you can reduce the amount of space emails, and especially attachments take up by compressing (zipping) them. Automation of zipping processes can happen in the archive, at the desktop, in mailboxes or even at the SMTP gateway to reduce system overheads at enterprise level.

## 6. We back-up email, why is that not good enough?

Archiving is all about long term retention and accessibility. Not just saving email but knowing where it is for timely retrieval, should internal or legal reasons dictate. Your back-up strategy probably doesn't accommodate precise retention periods, which can be several years or even indefinite, which must match the retention requirements of different parts of the organization.

## 7. Why is email so different from our other data?

Email is unstructured and largely uncontrolled information; it needs indexing to become manageable and to minimize its inherent risk and inefficiencies.



8. How do I manage the storage that email uses over time?

Like any data, email requires different storage media over its lifecycle. Archiving software should integrate with your HSM or back-up management software, to streamline email into your main storage strategy.

9. Can I just plug this in and get going, or are we talking a major project here?

It really depends on which vendors you look at. Some require more complex consultancy projects for installation and training; others are more intuitive, involving a web download for evaluation and none or minimal consultation to go live.

10. I don't know much about email systems, will I be able to evaluate & administer this solution?

Responsibility for email archiving crosses lots of boundaries, from the systems groups to storage and even security, legal and compliance functions. Some vendors' applications require programming knowledge for setting rules and running searches; others are menu driven. Make sure the solution you pick fits the need of every user.

## About C2C

C2C offers automated data archiving and management for email, files and SharePoint content. With over 15 years experience delivering solutions for capacity, e-policy enforcement, compliance and e-discovery, C2C optimizes performance, reduces storage management costs and minimizes risks associated with email - helping you to control your data before it controls you.

The Company, a Microsoft Gold Certified Partner, supports organizations in the government, manufacturing, finance, education and healthcare industries, including Fortune 1000 companies. Established in 1992, C2C is a privately held company with offices in Springfield and Westborough, Mass. and Reading in the UK.

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## Where can I find out more?

For more information and free evaluation software, visit [www.c2c.com](http://www.c2c.com) or email [info@c2c.com](mailto:info@c2c.com).

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