



Email Archiving & Compliance

Never Lose Email Again - Stay Compliant and in Control

Whether communicating with clients or employees, email has become a principal business tool for almost all companies. Retention and management of these records is essential to protect your company's intellectual capital and to ensure regulatory compliance. To enable your business to meet these requirements, Cloudserve offers Message Archiver, an industry-leading compliance archiving and monitoring solution to securely store email for regulatory compliance, audits and eDiscovery.

How Does It Work...?

Cloudserve's Message Archiving solution provides secure, off-site message archiving and long-term storage with simple, online access. A tamperproof copy of all incoming, internal and outgoing electronic data, including email and attachments, e-fax, BlackBerry and any imported legacy email, is captured, replicated, unified and archived.

This archived data is then mirrored between geographically isolated SAS 70 Type II Certified Verizon Data Centres. Simple web-based search and retrieval tools provide rapid access by compliance officers and employees to both current and historical email records, even if the original has been deleted.

Email Archiving At A Glance

- Ensure Instant Compliance with Stringent Industry Regulations
- Simple Seamless Integration with Existing Email Services
- Complete Disaster Recovery Provisions
- Archive Both New and Existing Mail
- Industry Leading Solution
- Powerful Online Interface for Simple, End-User Access



Cloudserve Partner with Global Relay to provide industry-leading hosted message archiving, compliance and continuity services to thousands of organizations worldwide.

Forrester Wave: Messaging Archiving Hosted Services named Global Relay as the only "Strong Performer" and ranked Global Relay's current offering Number 1 in 4 of 6 categories: security, message capture, ease of use and supervision.

Rules-Based Parsing Analysis



1. SCANNING is performed on header, text body and attachments stripping all relevant text and metadata (data on data) from the message.

- Word.doc
- Excel.xls
- Power Point.ppt
- Acrobat.pdf
- Web.html
- Text.txt



2. COMPLIANCE REVIEWER, integrated with the Message Archiver, uses custom filter rules configured by authorized Users to flag keywords and phrases contained within email, attachments and IM. An audit trail and reviewer action log is appended.



3. SPAM is automatically eliminated from common database searches by the Message Archiver, through identifying common SPAM recognition tags placed in email headers by SPAM scanners.



4. INDEXING – scanned text is indexed to search engines and metadata is written to databases. These are synchronized (mirrored in real time) for redundancy and compliance purposes.



5. LIFECYCLE MANAGEMENT OF DATA, with customized retention/deletion policies including litigation holds and selective deletion.

File Storage Processing



1. WRITE VERIFICATION PROCESS ensures your messages are protected as they are first encrypted and then written to the Primary Online storage systems and the Secondary NOS WORM Storage. The processed messages are automatically compared with the original before the original is deleted (original is stored in a buffer for 7 days), to verify the quality and accuracy of the storage media recording process.



2. FILE ENCRYPTION meets National Security Agency (NSA) standards by using AES encryption algorithms and secondary RSA encryption algorithms before being stored. The encryption (and decryption) process is transparent to Users.



3. PRIMARY ONLINE SAN STORAGE systems preserve in real time, simultaneously with the Secondary NOS WORM Storage systems, a permanent copy of all data archived in the Message Archiver using RAID discs with write-verification.



4. SECONDARY STORAGE (WORM) systems preserve a second copy of data in the Storage Robot, our near-online storage (NOS) using dedicated WORM drives and write-verification.



5. EAST/WEST COAST DATA CENTERS in world-class facilities with secure redundancy for business continuity, disaster recovery and long-term storage.

Features and Benefits

Compliance & eDiscovery

- meets compliance, audit, and litigation rules (SEC, FINRA, FSA, HIPAA, SOX, privacy)
- tamperproof WORM back-up with write- verification ensures message authenticity
- unified online search, retrieval & monitoring
- audit tools for policy enforcement
 - advanced dual encryption to ensure privacy, confidentiality and non-disclosure
 - full audit trail
- legal case management & eDiscovery tools

Business Continuity & Disaster Recovery

- geographically isolated offsite backup
- acts as a secondary mail system to send, receive, compose & restore email
- One-Click Recovery to Outlook

Message Management

- secure, centralized, off-site storage
- online user access for self-service search
- rapid search and retrieval via full text indexing and search engine technology
- searches on message, headers, and all attachments
- messages are serialized, time-date stamped
- eliminates PST files and migrates existing data to archive
- Administrator-controlled access

Implementation

- SAS 70 Type II Certified mirrored Data Centres
 - Software-as-a-Service model
- no software or hardware required
 - simple implementation
 - seamless integration with Cloudserve Hosted Exchange



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