



**Cloud & IT Services**  
for your Company



# EagleMercury Email Archiving

*Part of EagleMercury Security Collaboration Suite*

Assure compliance, speed eDiscovery, and help protect your intellectual property



## Overview of Email Archiving

EagleMercury Email Archiving helps keep your email securely archived and easily accessible using your central control panel. It offers the preservation, protection and restoration features you need to help safeguard intellectual property, facilitate compliance, and speed eDiscovery.

Email Archiving delivers an integrated, easy-to-use experience for both users and administrators. And with high levels of security and reliability, it assures a Worry-Free Experience that keeps you focused on business.

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### EagleMercury – Email Archiving

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**EAGLE NETWORKS** Cloud & IT Services for your Company – [www.eagle.network](http://www.eagle.network)



### Why choose EagleMercury Email Archiving?

The volume of email produced by your business is continuing to rise. At the same time, industry regulations and legal risks are compelling you to retain your business communications in perpetuity. Eagle Networks' cloud-based Email Archiving helps provide the solution for the institutional knowledge contained in your email.

By integrating email storage, security and recovery features with your other Eagle Networks services, Email Archiving lessens the legal pressures to preserve your intellectual property, facilitate compliance with hundreds of industry regulations, and simplify eDiscovery. Features include:

- 100% data capture across devices and platforms (including POP/IMAP accounts)
- Unlimited storage and scalability
- Facilitation of compliance with regulations including FRCP, SEC, GLBA, HIPAA, HITECH and SOX
- Housing of archived data in systems in eight disparate datacenters (separate from our Exchange datacenters)
- Simple, flexible searching, filtering, tagging and recovery methods
- Export options include PST, SF, EML, HTML, PDF and other formats
- Encryption of data both in-transit and at-rest
- End-user access via My Services (accessible through the web or Outlook)
- Free 24/7 phone and email support
- Worry-Free Experience security and reliability
- Plan flexibility: add archiving for every mailbox or just specific ones
- Now available standalone for popular email platforms including Microsoft Office 365 or Exchange, Google Mail, Zimbra, IMail, Scalix, and others.

### Top three benefits of Email Archiving:

- 1** We help you preserve, protect, and easily recover your email.
- 2** Email Archiving is integrated with Exchange, Outlook and other EagleMercury services
- 3** Eagle Networks' security, reliability and support all assure a Worry-Free Experience.

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## EagleMercury – Email Archiving

## Why you need Email Archiving:

Help safeguard intellectual property, facilitate compliance, and speed eDiscovery

For small and medium-sized businesses, email archiving has become an essential component of your data management strategy. That's because even as business data multiplies and storage costs escalate, industry regulations and legal risks are compelling companies to retain their business communications in a compliant, tamper-proof archive. There are three broad drivers that make EagleMercury Email Archiving the right solution for your business: the needs to safeguard intellectual property, to facilitate compliance, and to speed eDiscovery.

### Help safeguard intellectual property

**Background:** Gartner estimates that about 45% of an organization's emails provide some business value because they are related to a project, an initiative or are considered an official record<sup>1</sup>. It's critical to protect this valuable asset—not just to preserve institutional knowledge against employee turnover, but to assure that emails cannot be accidentally (or deliberately) deleted by your employees. What's more, Osterman also estimates that email storage needs are growing at 31%<sup>2</sup> annually. If your email is hosted on-premise, the costs of storing your intellectual property will rise astronomically over the life of your business.

#### How Email Archiving helps:

EagleMercury Email Archiving helps ensure that the value of your company's intellectual property is maintained in perpetuity. By capturing every email as it's sent or received, it ensures an accurate repository, even if an employee deletes a single email or an entire PST file. It also gives employees the power to recover emails that they may have accidentally lost.

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<sup>1</sup> Gartner, *Best Practices for Using Email Archiving to Eliminate PST and Mailbox Quota Headaches*, September 2012

<sup>2</sup> Osterman Research, *Content Archiving Market Trends, 2011-2014*

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## Facilitate compliance

**Background:** While every industry offers unique regulatory challenges, many industries are required by legislation to comply with long-term data management regulations. Compliance is often determined on three factors: security (data must be safeguarded against threats to its integrity); permanence (data must be retained in its original state without being altered); and auditability (data must be accessible in a timely manner when required.)

### How Email Archiving helps:

EagleMercury Email Archiving helps offer the security, permanence and auditability that meets stringent compliance guidelines across a variety of industries and government agencies. Our solutions comply with regulations from FRCP, SEC, GLBA, HIPAA, HITECH, SOX, and more.

## Speed eDiscovery

**Background:** If your business is implicated in a lawsuit or other legal action, a court may order discovery of your email records and relevant information. Without an easily searchable archive, you may be forced to dedicate considerable time and resources to comply with a Discovery order. And because many statutes require data to be stored for 2 to 7 years, a court will show little flexibility if your data is unavailable or inaccessible. Failure to comply could result in steep fines and negatively impact your business.

### How Email Archiving helps:

Osterman Research estimates that 35% of the total cost of litigation is represented by eDiscovery.<sup>3</sup> But with EagleMercury Email Archiving, you can reduce your risk *and* reduce the costs of complying with discovery requests. Not only are your emails preserved for the lifetime of your business, but it's simple to recover and produce emails to comply with legal requests or audits.

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<sup>3</sup> Osterman Research, The Growing Importance of E-Discovery on Your Business

## Preserve, protect and recover your emails

EagleMercury Email Archiving helps offer preservation, protection and recovery features that can meet or exceed the standards necessary to assure compliance—while speeding eDiscovery and helping to safeguard your valuable intellectual property.

### Storage and capture features

EagleMercury Email Archiving automatically captures and stores every email received by every mailbox that has activated this service. Once an email is stored, it remains searchable, accessible and secure. This includes emails sent across mobile devices as well as those sent via IMAP or POP accounts. As a cloud-based solution, Email Archiving offers unlimited storage and scalability.

#### CAPTURE MESSAGES

- Data capture of emails and attachments
- Includes full indexing and extraction of more than 400 different file types
- Stored data is replicated to eight geographically dispersed datacenters in real-time.
- Capture emails and attachments that are sent and received on any device, including smartphones and tablets.
- Capture emails sent and received through Exchange, IMAP/POP email platforms

#### RELY ON ENTERPRISE-GRADE STORAGE SYSTEMS AND INFRASTRUCTURE

- Stored data is auditable
- Data is encrypted both in transit and at rest
- Housing of archived data in systems in eight disparate datacenters (separate from our Exchange datacenters)
- Our datacenters SSAE 16 audited, ISO 27001 and PCI compliant, and FISMA Moderate certified

### Security features

Record authenticity and preservation is one of the key requirements in compliance and e-Discovery mandates. EagleMercury Email Archiving helps protect records from loss, corruption, damage or misuse.

- Customizable permissions help restrict access to authorized users and administrators
- FIPS-certified AES 256-bit encryption of stored data provides DoD-level security
- Data is encrypted both in transit and at rest
- WORM-compliant media assures long term, tamper-proof storage
- FISMA-compliant geo-replicated datacenters
- No co-mingling of data—data is stored in individual customer silos to prevent corruption
- Data resiliency assures the integrity of your data

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## Search and restoration features

EagleMercury Email Archiving includes a variety of search features that help ensure your data is available, in its original form, for quick searching, identification and retrieval. Unlike other vendors, your data is online and immediately accessible—we don't migrate your data to offline or near-line storage systems.

### EASY, FLEXIBLE SEARCHING

- Three different search methods (simple, wizard, advanced)
- Search using filters, wildcards, advanced Boolean, fuzzy logic and/or proximity logic operators
- Search full text of all email and attachments
- Tagging capabilities let you identify content accurately and quickly
- Add notes to connect results to specific investigations
- Implement a "legal hold" to help identify, segregate and preserve relevant data found during an eDiscovery operation

### ROBUST RECOVERY OPTIONS

- User data is stored in a central repository to allow admins to perform a single search across every mailbox in your account
- Recover messages back to administrator's mailbox
- Categorize results before exporting them
- Export options include PST, SF, EML, HTML, PDF and other formats

### END USER ACCESS

- Each employee can access their personal archive through the My Services portal (via the web or within Outlook)
- Users can typically find and retrieve any email, attachment or file belonging to them
- Search by sender, recipient, attachment type, and many other variables

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## Administrator control features

Email Archiving is easy to provision, search and administrate. As a centralized service, it leverages the user and device permissions (and Active Directory synchronization) that are already configured for your other EagleMercury family services. Your control panel lets you:

- Grant different levels of accessibility to the company archive
- Manage end user access to their personal archives
- Implement blanket retention policies based on regulatory verticals or storage needs
- Build reports based on archive activity by date, user, UI action, mailbox and more
- Assign Email Archiving to specific mailboxes or all mailboxes at once
- Configure Email Archiving to automatically provision for every new user

## Integration features

As part of our suite of services, Email Archiving adds even greater value to your cloud deployment without adding any integration complexities or billing headaches.

- **Simple pricing.** Email Archiving adds a simple per-mailbox monthly fee to your bill.
- **One vendor and one bill.** Your budgeting and auditing processes remain simple and straightforward.
- **One source of support.** No need to remember more phone numbers, account numbers or passwords.
- **Direct integration between email provider and email archive.** You don't have to worry about incompatibilities.
- **Ensure new users are always compliant.** You can configure Email Archiving to automatically provision for every new user, facilitating compliance and helping to protect against human error.
- **Plan flexibility.** Unlike other providers, you have the flexibility to assign Email Archiving to specific mailboxes, instead of being forced into a one-size-fits-all solution.

## A worry-free cloud experience

EagleMercury Email Archiving delivers a Worry-Free Experience by offering the reliability and support that keeps you focused on your business.

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