

## E-mail Archive

### What It Is

With the increasing use of e-mail communication as an effective means of conducting day-to-day business, it is imperative that companies store and maintain all e-mail correspondence as documentation of a business transaction. The OnBase E-mail Archive is a server-based solution that captures all e-mail sent or received in a Microsoft Exchange or IBM Lotus Domino environment, creating a long-term record of e-mail that can be searched by persons possessing the appropriate permissions. The E-mail Archive runs completely behind the scenes; as a result, the process is completely invisible to e-mail users.

E-mail Archive stores all e-mails in a central repository which provides quick and easy access to specific communications. Users can search the archive (e-mail messages and attached files) using metadata, as well as perform a full-text search on content.

### How It Works

E-mail archiving is accomplished by utilizing the message journaling feature to forward a copy of all e-mail sent or received from a Microsoft Exchange or IBM Lotus Domino Server to a specified journal mailbox. The E-mail Archive will monitor the journal mailbox and archive all e-mails. The captured e-mail will be stored in the Disk Group in its native file format with any embedded attachments stored in their native formats. The message ID, sender, recipient(s), subject and date sent are extracted and stored into the e-mail database. The e-mail database will be segmented by time with a new e-mail database being created at recurring intervals. Based on this structure, the e-mail database can then be deleted according to the e-mail retention policy.

The message and attachment(s) are stored only once for each e-mail, reducing storage requirements. This means that if an e-mail message is sent to ten individual recipients, the e-mail message is only stored once, with each recipient referencing the same database record. The database record and e-mail message file will be created immediately upon receipt of the e-mail message. The message and its attachments (and all copies of the message and attachments) will be stored before the e-mail is removed from Microsoft Exchange or IBM Lotus Domino.

### Who Will Benefit

E-mail has become the hub of corporate information flow. In many organizations, the e-mail client is the first and last application used by end users in a given day. E-mail Archive addresses the organizational compliance need to capture, archive, retain and search for corporate e-mail data across the entire organization. E-mail Archive allows an organization to gain control over e-mail, helping to prepare the organization for any potential legal discovery.

### Technical Features

- Designed for capturing e-mail for the entire enterprise
- Database dedicated to the storage of e-mail
- Single instance storage saves on retention and space
- Content filter selectively archives e-mails based on content
- View an Audit Trail of accessed (viewed and exported) e-mails
- Search on metadata or perform a full-text search on content

### Business Benefits

- Automatically captures e-mail for the entire enterprise
- Central repository for all e-mails is more efficient and reliable
- Fast, easy retrieval of current and past e-mails
- Provides data retention and compliance to regulations
- Maintains information security
- Lowers the cost of e-mail administration

### System Requirements

- OnBase 5.0 or greater
- OnBase Client License
- OnBase Database
- E-mail Archive Instance Database(s)
- Microsoft Exchange 2003 SP1 or Microsoft Exchange 2000 SP3 August roll-up 2004 or IBM Lotus Domino 6

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