



EMAIL ARCHIVING



Email Archiving

Work habits have changed dramatically over the last ten years and employees now spend a significant amount of their work time handling emails and messages. Fast access to emails has become the norm and fast retrieval of stored information has become an important factor in employee productivity. But, instead of treating emails and information as transitory, as was envisioned when email systems were first designed, people are archiving their data, for ever. This has had a great impact on IT departments as they try and control burgeoning storage systems, and multiple requests for archive access to old emails.

An effective search and retrieval system on an email system offers:

- Reduced time spent hunting for old correspondence
- Less user frustration
- Faster turnaround for archive requests for employees
- Increased productivity

According to Symantec, the average large company with 8,362 users spends \$1.6m per year while users find and retrieve old messages. The average cost per user of about \$200 is more than the amount spent on technical support and help desks (\$160/user/year), or the total cost of downtime (\$45/per user/per year)! So, the cost of looking for old emails has now become a very significant cost.

Pulling messages from archives takes too long (average 5 hours) for most users and after a little time trying, they spend their time re-creating the message instead. Also, the average user is using a massive 45MB of storage space to store old messages, most of which do not need to be stored and will never see the light of day again.

All messaging systems are backed up, frequently daily, but most users can not access the back up systems to retrieve an archived message. They have to contact the help desk or support desk, often through a written request. This not only frustrates users, it also stretches the IT support staff.

The introduction of the Sarbanes-Oxley act in the US was designed to enhance corporate governance standards. North American companies have become keenly aware of the need for systematic e-mail retention and destruction policies. An employee deleting what he sees as a difficult email, fearing that there might one day be an investigation, can expose himself to criminal investigation. This has made it critical for IT departments within organisations to develop watertight policies to retain emails, archive them effectively, and allow fast recovery of the emails.

Kanatek Solution

Kanatek has been working with its clients and partners to find solutions to these problems. Solutions that allow IT departments to regain control of their data; that allow organisations to meet new corporate governance standards; and that allow users to access archived data, in an effective manner.



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VERITAS Enterprise Vault™ software from Symantec

The VERITAS Enterprise Vault™ software from Symantec, supplied by Kanatek, combines the efficiency of an efficient archive mechanism with the power of a search engine to provide instant, flexible access to the message store. It meets many of the needs of Kanatek clients in this area.

VERITAS Enterprise Vault™ from Symantec offers industry-leading email archiving and a centralized archiving framework for information held in Microsoft Exchange (5.5, 2000, 2003), File Systems, Microsoft SharePoint™ Portal Server, Instant Messages, Lotus Notes Journal Email and SMTP environments. Enterprise Vault™ software is designed to deliver the capability to securely retain archived data in such a way that it can be fully exploited and expired when it is no longer required.

VERITAS Enterprise Vault™ from Symantec is designed to:

- Flexibly store archived content
- Reduce storage via compression & single-instancing
- Remove the PST headache for administrators and users
- Index content for rapid and targeted retrieval
- Secure future accessibility regardless of application by rendering an HTML copy of all archived content
- Utilize user authentication security controls
- Define and implement retention and expiration policies

Benefits

Kanatek is one of only eight Symantec TSSP (Technical Services Partner Program) partners in the world qualified to offer first and second level support and is number one in Canada. This means in-depth knowledge and faster problem resolution (93% of Kanatek customers Symantec issues are handled in-house, without escalation).

The benefits of the VERITAS Enterprise Vault™ software from Symantec, supplied by Kanatek include:

- Reduced risk of lost documents
- Enhanced user productivity
- Reduced technical support and help desk work load
- Reduced risk of penalties imposed by regulatory and legal authorities, if messages are not stored correctly

For more information go to

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