

Phoenix EA™

Email Archive Management



The Business Challenge

Email has become a mission-critical data-type, covered by almost every federal regulation governing how companies manage data. Loss of email data often results in penalties that are far too damaging to be ignored. Regardless of company or industry, losing email is unacceptable.

The antidote to losing email is email archiving.

However, email archiving is challenging. First, there is so much data that determining what is important and what can be discarded can easily become a full-time job in itself. Second, while email is typically composed of simple, unstructured data such as text and images, it is embedded within control data that allows it to be managed by a mail server such as Microsoft Exchange.

As with all data, it is the information in email that makes it valuable. Organizations are looking for a better way to manage email, one that helps them get to the core information, sort out the non-essential, and identify the information that will impact a business outcome.

The Phoenix Email Archive Management (EAM) Solution

Phoenix EAM takes the complexity out of email management. The product features a comprehensive suite of tools that ensure emails are protected and managed according to their value.

The solution starts with tools that target eligible emails and process them into a secondary storage environment. The process can either copy emails, providing backup protection, or move them thereby maximizing primary storage space. Additional tools provide classification and consolidation of email data, movement to appropriate storage based on the data's value, and location and recovery of email data as required.

Mailbox Management

Phoenix EAM extracts email files from individual mailboxes. Management policies can be deployed to copy email files on a regular schedule.

Other policies can be designed to keep mailboxes from getting too large. A trigger event, such as space used or email file quantity will start a process of moving emails, meeting age, size, ownership, origin, and other parameters, out of the mailbox and into secondary storage.

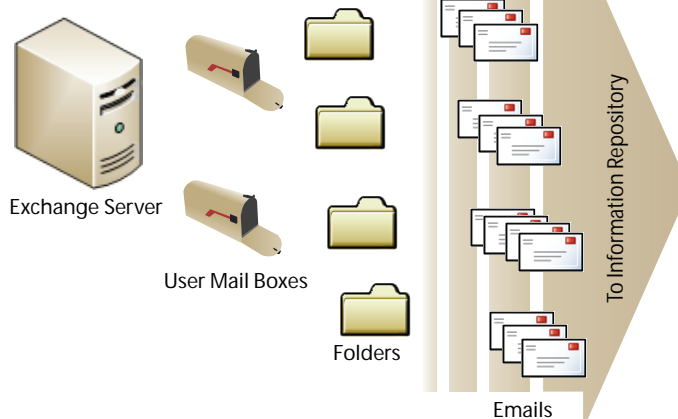
A single management policy can manage all the email in an Exchange server or several policies may be deployed to manage individual user accounts at a very granular level.

Archived Email is Stored in the Information Repository

As email files are targeted for moving or copying out of the mail server, they are processed into the Phoenix Information Repository, an active, tiered, secondary storage environment.

As email files are ingested into the Information Repository, metadata is extracted and stored in catalogs that reside and stay with the stored email data. Data service policies within the Information Repository sort through email files and, based on their classification, value, and vitality, copy or migrate them into storage tiers.

Data service policies ensure data remains on storage resources that continually meet its service level objectives. Emails that are governed by regulation can be preserved accordingly, and non-essential emails can be discarded automatically after a short period of time.



The Phoenix EAM Exchange module extracts email from Exchange servers, resulting in searchable email files with all context elements intact

▶ BENEFITS

- IT management overhead is reduced as email protection and archiving is automated
- Regulatory adherence is achieved through the deployment of email management policies
- Primary email storage resource requirements are reduced as they are continually groomed of aged email data
- User mailboxes are kept at defined size and quantity levels by policies that move aged emails to secondary storage based on space and quantity thresholds
- Overall email storage requirements are reduced as nonessential, unnecessary, and unwanted email is automatically eliminated over time
- Users are empowered to conduct their own search and retrieve processes as required to locate and restore required emails
- IT reliance and utilization is reduced as users are able to perform their own search and retrieval activity
- eDiscovery of required email in the content enabled Information Repository is quick, easy, and thorough
- Email data security is assured through the use of digital fingerprinting
- Email access security is ensured through the preservation of all original permission attributes

Locate Required Emails with Comprehensive Search and eDiscovery

Archived emails are easily located and retrieved using the Phoenix Search and eDiscovery application. Simple search queries can locate individual email files based on ownership, origin, and date and subject information. Complex search queries using a variety of file content and attribute parameters can discover collective sets of email files relating to a common subject.

Search results are presented in either a file tree or a Search Engine Results Page (SERP) format. The SERP format presents results with corresponding information similar to a common internet browser. Email files of interest can be selected from the results page and opened with a mouse click. Required email files can be restored to their original location or any other location on the network.

Safe Secure Storage

Data entering the Information Repository is assigned a digital fingerprint. This makes it virtually impossible for a file to be changed without Phoenix EA capturing and journaling the event.

Archived emails also retain all of their original security and permission attributes. This ensures that users see only data they are authorized to access during search and retrieve activity.

The Right Solution

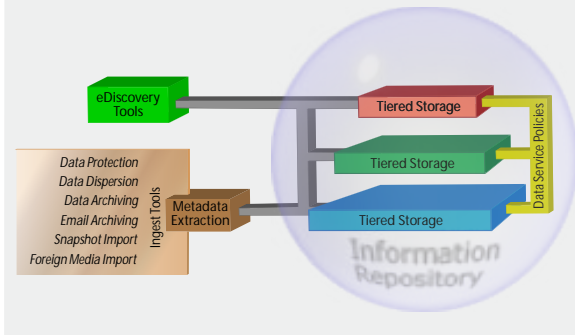
Customers are looking for more efficient ways to meet their email protection and archive requirements.

With capabilities ranging from straightforward email protection to comprehensive mailbox management plus content enabled search and eDiscovery, **Phoenix EAM** is the right choice for email management.

▶ COMPATIBILITY

- **Operating Systems**
 - Microsoft Windows XP, Server 2003, Vista, and Server 2008
 - Apple Mac OS X
 - Linux
 - Please inquire for others
- **Hard-Disk Storage**
 - JBOD, RAID, NAS, SAN
- **Tape Storage**
 - LTO, SAIT, DLT, AIT, UXA, Exabyte, DDS, Libraries, Changers, Single Drives
- **Optical Storage**
 - Blu-ray, CD, DVD, MO

The Phoenix Information Repository



A Better Approach to Secondary Storage

The Information Repository is the heart of Phoenix and the answer to secondary storage requirements. Instead of managing separate storage solutions for backup data, reference data, regulatory data, archive data, and others, Phoenix presents a suite of mixed storage resources as a federated information repository deployed as a single tier of secondary storage. Data service policies manage all the archiving needs of data within the active, tiered storage environment.

Designed for OEMs and Integrators

Phoenix is designed to be rebranded, integrated with other product offerings, and sold as an OEM solution.

For Hardware Manufacturers - Phoenix EAM can be offered as a bundled entry level archiving solution with an upgrade path to the full solution including specialized modules. It operates with any standards adhering storage hardware. The executable modules have a light footprint that can be configured as a loadable module, which self-installs on command and requires a low amount of CPU and memory overhead.

For Software Development Firms - Phoenix EAM can be operated as a stand-alone software offering, or it can be tightly integrated with other software through an API, which is provided. Phoenix EAM can be licensed in its entirety or as individual components.

For Solution Integrators - Phoenix EAM is a robust data management and archiving solution that provides cost and resource saving benefits for your customers. It scales easily and works well with off-the-shelf computing hardware of average performance. It is easily configured and provides a great deal of operational flexibility. Phoenix EAM is designed to be offered as a pre-configured solution, a custom configured offering, or to be sold as a service.

About SoleraTec

SoleraTec is a leading developer of archive, storage, and digital asset management software for corporate customers. SoleraTec leverages a heritage of nearly a decade and a half to deliver a level of quality, sophistication, and technological advancement that has established it as one of the premier data protection solution providers in the industry. SoleraTec works through OEM relationships with hardware, software, and technology integrators to deliver complete data protection solutions. The company was established in 1997 by a team of industry veterans with experience deploying data protection, HSM, and storage management solutions to some of the largest companies around the world.



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