Sonian provides a affordable, reliable and secure Hosted Email Archiving Service to customers of all sizes to help them meet their compliance, litigation support, storage management or best practice requirements. Sonian leverages a global cloud compute and storage infrastructure to provide our clients with an extremely scalable, 100% software free service service, at an industry low price point. Sonian's data collection technology allows us to be platform agnostic and work with all messaging systems (Microsoft, Novell, IBM, Zimbra, Scalix, IMail, Mailtrust, etc) making the solution truly future-proof.

Email Archiving Service Brief

THE SITUATION

It goes without saying that all organizations rely heavily on email to conduct their day-to-day activities. As email becomes the preferred method of communication for organizations, additional demands are placed on the email infrastructure, its resources and staff.

First, like the private sector, public sector organizations (including government, non-profit and educational sectors) are not immune to the demands of email discovery requests. These may take the form as a dispute with Human Resources regarding hiring/firing practices, audit of grant activities, open meeting guidelines or a simple request for public information.

Legal opinions are being made regularly that are forcing changes in how organizations look at email retention. Amendments made in December of 2006 to the Federal Rules of Civil Procedure and subsequent opinions since then affect the private and public sector alike. Email retention policies must consider:

- The lack of a policy is not considered a policy
- Production of records from backup tapes is a wasteful proposition
- Quick response times during discovery for what can be produced and what cannot

The second challenge facing your IT organizations is the exponential growth of your mail server stores. Many of these have grown to a point that data restorations have become prohibitively time-consuming and difficult. This also has a direct effect on an your IT organizations ability to back-up the network on a regular basis, since many end users have been forced to offload email to personal archives or PST files. This then begins to consume network storage. In addition to the obvious concerns around storage, the email situation can become exacerbated by personal archive files or PST files not stored on network shares, but dispersed on desktops and remote laptops. From a disaster recovery perspective, there is a high probability that your organization will be unable to restore all of their email in a reasonable amount of time to effectively keep the organization up and running.

The third challenge facing organizations like yours in the public sector is accomplishing more IT tasks with shrinking budgets and resource pools. The time required to evaluate an email archiving solution, associated hardware and storage options may take many months. This coupled with the protracted approval; budgeting and procurement processes found in the public sector can likely put your organizations 18-24 months behind in the technology curve. Assuming approval and procurement are successful, will your organization growth of email storage put additional budgetary strains on this project in 6 months when the projected storage growth is drastically below what was projected months earlier during the budgeting and approval process.
THE SOLUTION

Public sector organizations are increasingly looking towards hosted email archiving services like Sonian Archive to address all these challenges.

1. Capture all emails for email retention and provide multiple layers of secure access for legal administrators and search users to comply with discovery requests.
2. Provide advanced search and retrieval options to support litigation discovery
3. Provide end users with access their historical mail through the archive for day to day knowledge management, but more importantly business continuity in the event of an mail server failure
4. Help the management of storage growth and restrictions on the mail servers and network shares allowing for shorter, more frequent backups and quicker restoration times.

THE BENEFITS

*Improved Storage Management and Data Access*
Sonian Archive addresses the organization’s storage management requirements in two primary ways. First, by providing end users with access to their historical email through the archive. This allows the IT department to enforce tighter email quotas on the mail server, reducing the storage burden, and making it easier to manage and back-up the email server. Additionally, the archive allows for the restriction of local archives and PST files, relieving not only network storage resources but numerous help desk calls.

A hidden benefit is for those common requests from end users who have deleted emails from their mailboxes. No longer is the email administrators tasked with accessing this lost email since they already have access to their archives.

Finally, due to the large number of transient staff members found within these types of organizations, accessing past emails easily allow permanent staff members to maintain a level of business continuity.

*Legal Discovery*
The Sonian Archive performs a full-text index on all emails and attachments and maintains this index, along with all associated emails on online storage. Unlike other archive vendors, in order to keep their costs low, migrate your older data to offline or near-line storage systems. This dramatically increases the amount of time required to search or the final export of results. Sonian keeps all data online and immediately accessible for searches.

Sonian’s full web enabled user interfaces are intuitive for all skill set levels, especially for those outside of IT department who typically would be performing email searches and discovery. Extensive self-service online training videos guide users through all tasks.

*Simple Setup, Zero Maintenance and No Hidden Costs*
Sonian Archive is a 100% hosted service requiring no local installation of hardware or agents. The average public sector organization with 1500 mailboxes can be fully configured, capturing email and performing discovery search requests within 24 hours.

The Sonian Archive is offered on a low cost per mailbox/month charge with unlimited storage. Since it is offered as Software as a Service (SaaS) with no hardware or software licenses to buy, there are no capital outlay requirements.

Finally, with unlimited storage included in the mailbox cost/month your organization eliminates the unknowns found with other solutions with unexpected storage growth or manipulation of email retention policies to maintain within budget requirements.

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