

# TECH CHOICES



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## Message Archiving Software Scorecard Summary: Symantec

Key Findings From "The Forrester Wave™: Message Archiving Software, Q4 2005"

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### EXECUTIVE SUMMARY

Symantec offers the market-leading message archiving software product, when all factors are considered: current offering, strategy, and market presence. Symantec Enterprise Vault 6 is the high scorer in email capture and management, ease of use, range of content types supported, storage flexibility, proven scalability and performance, and market presence. Symantec has sold Enterprise Vault to more than 2,100 customers, which together comprise 3.9 million mailboxes. The product is an especially good fit for organizations that are preparing information life-cycle management (ILM) strategies. It is an excellent choice for firms that need a single, integrated solution for mailbox management, regulatory compliance, and eDiscovery.

### ENTERPRISE VAULT IS BEST SUITED FOR CUSTOMERS WITH ILM STRATEGIES

VERITAS acquired pure-play message archiving vendor KVS in 2004 and Symantec acquired VERITAS earlier in 2005.<sup>1</sup> The joint Symantec/VERITAS entity is about a \$4.6 billion company — VERITAS' standalone calendar year-end revenue numbers for 2004 reached \$2 billion and Symantec's revenues for fiscal year 2005 (ended April 1, 2005) totaled \$2.6 billion. Forrester evaluated Symantec's current message archiving software offering and strategy against 74 criteria (see Figure 1). We found that the product is an especially good fit for buyers that:

- **Are focusing on an ILM strategy.** Symantec's vision is of a leadership position in ILM and the company has acquired many products during the past couple of years to build up its ILM portfolio.<sup>2</sup> Symantec's road map includes delivering best-in-class email archiving, expanding Enterprise Vault as a platform for digital communication archiving beyond email, providing scalable infrastructure for storage and indexing, building applications to help companies manage risk and mine benefit out of Enterprise Vault, enabling a lightweight approach to records management, and delivering a holistic approach to managing email infrastructure that includes email security and reliability. Symantec also has plans to integrate more deeply with ECM partners' offerings.
- **Require post-review functionality for financial services regulatory compliance.** In the US, the National Association of Securities Dealers (NASD) and Security and Exchange Commission (SEC) regulations require broker/dealers — and, in early 2006, hedge-fund managers — to archive registered reps' email and instant messages (IMs) and monitor them for compliance. Enterprise Vault Compliance Accelerator provides post-review supervision and a high degree of sampling

flexibility. It provides a broad range of productivity-enhancing tools for reviewers (e.g., hot words are highlighted, reviewers can annotate messages and review them in bulk) and for compliance officers who need to monitor reviewers. The system ships with a simple workflow capability and industry-specific lexica.

- **Require eDiscovery capabilities for litigation support.** Symantec provides solid search capabilities, although it currently leverages the Alta Vista search engine, which is at end of life. Enterprise Vault provides strong full-text indexing and supports a range of basic search types via an easy-to-use interface. It does not support advanced search types like fuzzy, stemming, or phonic searches. Symantec's Enterprise Vault Discovery Accelerator module supports the concept of legal cases and provides marking and Bates numbering features. But discovery results cannot be exported as comma- or tab-separated value files or in TIF or PDF format.
- **Need mailbox management.** Enterprise Vault supports Microsoft Outlook/Exchange and IBM Lotus Notes/Domino and provides a generic SMTP interface for support of other messaging platforms. The system provides a rules engine for automated email capture, classification, and retention. The offering is strong in Microsoft Outlook PST management but does not today have tools for automatic discovery of Lotus NSF files. Symantec stores a copy of each item in standard HTML format, in case items need to be stored for longer than the software exists that was used to create them.

The vendor offers a suite of storage management solutions, of which message archiving is just one part. Customers can use a single tape infrastructure for backup and archiving. And customers have the option to containerize messages for flexible storage optimization. The system provides single-instance store (though not across Vault Stores), strong support for offline access to archives for Outlook/Exchange users (Lotus Notes/Domino users are missing some features in this area), and strong mailbox stubbing.

To see how Symantec Enterprise Vault stacks up against four other competitors, see the Forrester Wave™ evaluation of the message archiving software market.<sup>3</sup>

This analysis reflects our assessment of Enterprise Vault 6, Compliance Accelerator V 5.1, and Discovery Accelerator 5.1. Throughout the scorecard, we refer to this set of components as “the product,” “the system,” and “the solution.”

**Figure 1** Symantec Enterprise Vault Message Archiving Software Evaluation Overview

CURRENT OFFERING

Email capture and management	Enterprise Vault supports Microsoft Outlook/Exchange and IBM Lotus Notes/Domino and provides a generic SMTP interface for support of other messaging platforms. The system provides a rules engine for automated email capture, classification, and retention. Users can also archive items manually. The offering is strong in Microsoft Outlook PST management but does not today provide tools for automatic discovery of Lotus NSF files. Symantec also stores a copy of each item in standard HTML format, in case items need to be stored longer than the software that was used to create them exists.
Ease of use for end users and administrators	Symantec is the high scorer in ease of use. Enterprise Vault supports rich and Web clients from Microsoft and IBM and also provides its own Web-based interface UI. Supervision and eDiscovery do not require client installs. The admin UI is a single rich client that can be used to administer both Notes/Domino and Outlook/Exchange environments. The system provides strong event logging, alerting, and reporting.
Range of content types supported	Symantec is the high scorer in types of content archived. Enterprise Vault supports indexing of more than 280 attachment formats and supports archiving of faxes, documents on file systems, Microsoft SharePoint content, etc. It supports a variety of instant messaging (IM) gateways and directly integrates with Microsoft and Bloomberg IM platforms. For ECM integration, Symantec works with partners like Hummingbird, Interwoven, and MDY.
Search/eDiscovery	Symantec provides solid, easy-to-use search capabilities. Enterprise Vault provides strong full-text indexing and supports a wide range of basic search types. It does not support advanced searches like fuzzy, stemming, or phonic. Symantec's Discovery Accelerator module supports the notion of legal cases and provides marking and Bates numbering. On the down side, discovery results cannot be exported as CSV, TSV, TIF, or PDF files.
Supervision	Symantec Compliance Accelerator provides post-review supervision and a high degree of sampling flexibility. It provides a broad range of productivity-enhancing tools for reviewers (e.g., hot words are highlighted, reviewers can annotate messages and review them in bulk) and for compliance officers who need to monitor reviewers (e.g., built-in reports). The system ships with industry-specific, modifiable lexica and a simple workflow capability.

Source: Forrester Research, Inc.

**Figure 1** Symantec Enterprise Vault Message Archiving Software Evaluation Overview (Cont.)

CURRENT OFFERING cont'd

Storage flexibility	Symantec is the high scorer in storage flexibility. The vendor offers a suite of storage management solutions, of which message archiving is just one part. Customers can use a single tape infrastructure for backup and archiving. The system offers optional, flexible containerization. Enterprise Vault provides single instance store (though not across Vault Stores), strong support for offline access to archives for Outlook/Exchange users (Lotus Notes/Domino users are missing features), and strong mailbox stubbing.
Other	Enterprise Vault runs only on Windows. The documentation is available only in English. The product ships with localized client support for English and eight other languages: Danish, French, German, Hebrew, Italian, Japanese, Spanish, and Swedish.
Security	The system provides adequate protection from tampering. It provides role-based access control in some parts of the product, and it ties in with Active Directory via LDAP. Symantec is unique among the vendors we evaluated because enterprise rights management vendor Liquid Machines has integrated with Enterprise Vault using Symantec's custom filter API. In late 2005 or early 2006 Enterprise Vault also plans to integrate with Microsoft Windows Rights Management Services.
Proven scalability and performance	Symantec is the high scorer in proven scalability and performance. Symantec's largest production customer is archiving more than 120,000 mailboxes. The largest known Enterprise vault in production has more than 800 million messages in it, and the fastest growing known repository is increasing in size at the rate of 5.5 million messages a day.
Cost	Pricing is per user (per mailbox). Symantec charges separately for SharePoint support, custom archiving, journaling, SMTP capture, file system archiving, file system archiving search, Microsoft Exchange historical vault, PST migrator, and Microsoft Exchange offline vault. Symantec simplifies this by offering two bundles: 1) mailbox management and 2) corporate governance, for compliance and discovery. The mailbox management and supervision costs are reasonable. Prices do not include first-year support.

Source: Forrester Research, Inc.

**Figure 1** Symantec Enterprise Vault Message Archiving Software Evaluation Overview (Cont.)


STRATEGY

Vision and product strategy	Symantec is the high scorer in executive vision and product strategy. The company's vision is of a leadership position in information life-cycle management. Symantec's six key road map directions are: 1) deliver best-in-class email archiving, 2) expand Enterprise Vault as a platform for digital communication archiving beyond email, 3) provide scalable infrastructure for storage and indexing, 4) build applications to manage risk and mine benefit out of Enterprise Vault, 5) enable a lightweight approach to records management, and 6) deliver holistic approach to managing email infrastructure that includes email security and availability. Symantec also has plans to integrate more deeply with partner ECM vendors' offerings.
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MARKET PRESENCE


Installed base	Symantec is the high scorer in market presence. The company has approximately 2,100 Enterprise Vault customers, 1,000 of which signed on in the past 12 months. Symantec has sold licenses for 3.9 million Enterprise Vault mailboxes.
Company financials	VERITAS' standalone calendar year-end revenue numbers for 2004 totaled \$2 billion. Symantec's revenues in fiscal year 2005 (which ended April 1, 2005, were \$2.6 billion). The joint entity has 14,000-plus employees.
Services	Symantec estimates that about 100 partner full-time employees implement Enterprise Vault today. Symantec estimates that it has about 100 provisionally authorized partners worldwide that can buy Enterprise Vault through distribution and implement the product. The company says that the majority of these partners have done at least one install. Symantec also has a larger number of resellers (thousands) that can buy Enterprise Vault through a one-time reseller agreement.

Source: Forrester Research, Inc.



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Smart data for smart decisions

Go online to download additional in-depth data and scores for this vendor and other vendors included in this Forrester Wave evaluation.



## SUPPLEMENTAL MATERIAL

### Online Resource

The underlying spreadsheet for Figure 1 is available online. The spreadsheet includes more detailed data and scores for this vendor.

This detailed data and scores for this vendor are also available online through an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

### Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we narrow our final list to those presented here. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited market share and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in this document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and readers are encouraged to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence.

### Companies Interviewed For This Document

Symantec

Symantec reference customers

## ENDNOTES

<sup>1</sup> With its acquisition of KVS, VERITAS is well positioned to become a direct provider of ILM solutions and a partner to ECM vendors. And there was very little overlap between Symantec and VERITAS — the companies' product portfolios are vaguely complementary — but don't expect any radical new technology combinations because there are few, if any. This acquisition is about remaining competitive in a consolidating market filled with giants like Cisco, Hewlett-Packard, IBM, and Sun Microsystems. See the

September 10, 2004, Quick Take “[VERITAS Acquires KVS](#),” and see the December 15, 2004, Quick Take “[Symantec And VERITAS: Pure Consolidation](#).”

- <sup>2</sup> Symantec’s acquisition of Sygate accelerated the integration of client security suites beyond anti-malware, firewall, and IPS features. Its acquisition of Brightmail instantly made Symantec a major player in the antispam space. And with the purchases of professional services firms @Stake and LIRIC Associates, Symantec creates a new interface to its entire portfolio. See the August 17, 2005, Quick Take “[Symantec Buys Sygate, Takes Client Security Lead](#),” and see the June 1, 2004, Quick Take “[Symantec Acquires Brightmail](#),” and see the September 21, 2004, Quick Take “[Symantec Snaps Up @stake And LIRIC](#).”
- <sup>3</sup> Message archiving software is critical for helping organizations achieve regulatory compliance, reduce the cost of eDiscovery, and reduce storage costs through mailbox management. To assess the state of the message archiving software market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of the top vendors across 74 criteria. The result: Symantec and Computer Associates come out on top because they meet multiple business requirements with top-notch functionality and provide message archiving in the context of a broader information life-cycle management solution. See the December 20, 2005, Tech Choices “[The Forrester Wave™: Message Archiving Software, Q4 2005](#).”