Symantec Enterprise Vault™ Overview

Store, manage, and discover critical business information

Data Sheet: Archiving and eDiscovery

Overview

According to Gartner, approximately 70 percent of data is duplicate and hasn't been accessed in over 90 days.[1] As an IT professional, you are challenged with identifying business critical information and determining what to do with it. Should you keep or delete it? What retention policy should you apply to it? How do you maintain end user and administrative access to it? And is there a way to automate all of this without increasing infrastructure overhead?

Planning for, managing, and storing an explosion of information is only part of the challenge. Regardless of whether your organization is regulated or not, there is a growing need to search electronic information for many reasons including: internal audits, HR requests, compliance supervision, and legal cases. Without archiving your information to a central repository, this can be a time consuming and manual process. Archiving helps you be more proactive and prepared when it comes to search and eDiscovery because it's not a matter of *if*, but a matter of *when*.

With over 10 years experience and as the most widely deployed archiving solution on the market, Symantec Enterprise Vault™ has enabled over 18,000 customers to better store, manage, and discover their email and electronic files.[2]

Features and benefits

- **Enterprise information archive**—Archive less-frequently accessed information across multiple content sources including Microsoft® Exchange and SharePoint®, IBM Lotus Domino®, and file servers to reclaim and reuse expensive storage resources.
- **Flexible .PST and .NSF migration**—Automatically locate and migrate existing .PST and .NSF files into the archive, helping you regain control of the information contained within those files. Central control of .PST and .NSF files helps streamline eDiscovery and reduce storage costs, backup windows, and risk associated with lost or stolen files.
- **Seamless end user experience**—Provide easy access to archived information anytime, anywhere via users' existing tools (Microsoft Outlook®, Lotus Notes®, SharePoint, etc.); while online, disconnected from the network, or on mobile devices.
- **Flexible classification**—Empower your end users to move individual email into unique retention folders based on parameters set forth by your organization, or analyze Exchange email content and metadata with Symantec Enterprise Vault™ Data Classification Services to automatically determine the archive and retention strategy for that message and attachment. Classification tags may also be assigned to flag the message for supervisory review within Symantec Enterprise Vault™ Compliance Accelerator. These tags are also searchable and can be used as filters within Symantec Enterprise Vault™ Discovery Accelerator and the Clearwell eDiscovery Platform from Symantec.
- **Intuitive electronic discovery with guided review**—Improve the identification and review of archived content with advanced search, conversation threading, and bulk marking and tagging. Relevant items are easily preserved on legal hold within the archive. Integration with the Clearwell eDiscovery Platform from Symantec expands search to non-archived content and allows for more granular review and analysis by compliance and legal teams.
- **Simplified installation and administration**—Get Enterprise Vault up and running in minutes and easily

1. Sheila Childs, Gartner Presentation: Top 10 Strategies for Surviving Unconstrained Data Growth - Gartner IT Expo - Oct 2010
2. Information Archiving Market 2012-2016, Radicati Group, July 2012 (based on WW market share)

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manage the archive day-to-day with wizards and dashboards.

- **Low total cost of ownership**—Maintain an efficient archive by using flexible deployment options (physical or virtual), storage tiering, compression, and global deduplication.

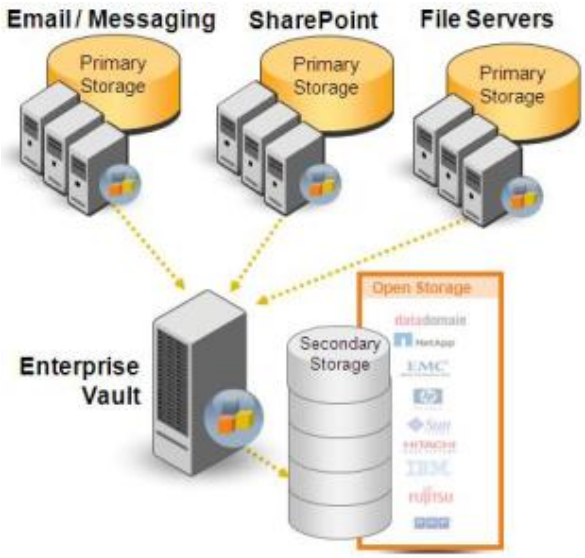

Figure 1. Archive all sources into a single repository

An archive for all content sources

Natively and through integrated partners, Enterprise Vault targets sources across the data center to archive infrequently accessed, duplicate, and business records into a centrally managed repository. Information is indexed, compressed, deduplicated, and made available to end users and administrative and legal purposes. These sources include:

- Exchange and Lotus Domino
- .PST files and .NSF archives
- SharePoint
- Windows®, Linux®, and UNIX® file servers
- Social media such as Facebook, LinkedIn, Twitter, websites, and numerous other sources
- Unstructured data (SAP® files and attachments)
- Instant messaging systems
- Video and voice
- Blackberry® SMS and PIN
- Bloomberg and Reuters

Exchange and Domino archiving

When email goes down or users can't send or receive email due to their quotas, productivity decreases and users become frustrated. With Enterprise Vault, you can essentially eliminate quotas and give users a virtually unlimited mailbox while controlling message store growth. Time spent on mailbox housekeeping, creating PSTs, or calling the helpdesk can be drastically reduced. Administrator-defined policies automatically archive individual messages and attachments from Exchange and Domino into Enterprise Vault. For example, an archive policy can be created to start archiving based on size and/or age when a user reaches 70 percent of their mailbox quota. Optionally, shortcuts are provided, allowing users to easily search and access items transparently through Outlook, Lotus Notes, or via extended Web-based email clients. Server performance and scalability is dramatically improved and users enjoy instant access to all of their email, whether they are online, offline, or on a mobile device.

Archiving prior to an upgrade or migration can improve the time and efficiency of your migration—archive first, migrate less active email, and decommission old servers faster.

Vault Cache and Virtual Vault

Vault Cache and Virtual Vault are built-in features of Enterprise Vault focused on making the end user experience as seamless and easy as possible. Vault Cache provides users with an intuitive, fast way to access their archived email regardless if connected to the network or not, by caching a copy of archived messages locally. With Virtual Vault, end user search, and retrieval of archived email is performed using the native Outlook interface and search tools with no reliance on shortcuts. Users can click, drag, search, and retrieve archived email from within Outlook just as they would with live email from the Exchange Server.

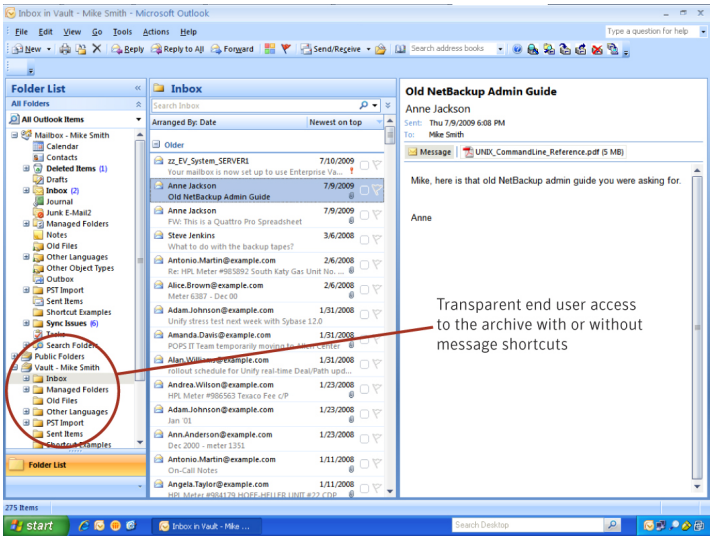

Figure 2. Transparent end-user access with Virtual Vault

Locate and ingest .PST and .NSF files

Email archiving eliminates the need for .PST and .NSF file creation, resulting in more productive users, reduced potential for data loss, and improved backup and restore processes. For the files that are already created, administrators can locate and archive them from their original locations. Administrators may optionally delete original .PST files once they are in the archive. During the archive process, these messages and attachments are indexed, retention policies are applied, and end users maintain access to their messages via Virtual Vault (for Exchange customers) and standard email clients, such as Outlook Web Access (OWA) and Domino Web Access (DWA). Instead of manually having to search the network, make copies of files, or make end users volunteer their personal archives, IT, and legal teams can easily search across all archived content for discovery purposes.

Data Classification Services

Enterprise Vault Data Classification Services offers content-aware classification, based on Symantec™ Data Loss Prevention technology to help you create an automated, repeatable method to classify and store Exchange email. Decisions are made whether or not to store the message in the archive, for how long, and if there should be tags applied (attorney-client privilege, harassment, credit card numbers, etc). An easy way to leverage Data Classification Services at first is to defensibly delete irrelevant email (e.g. junk or spam) and not store it in the archive. These tags can also be used to prompt messages for review within Enterprise Vault Compliance Accelerator and for fast search within Enterprise Vault Discovery Accelerator and the Clearwell eDiscovery Platform from Symantec.

File System archiving

File servers can quickly become a 'dumping ground' where users store their business and sometimes personal files. Remove non-business, infrequently accessed, and duplicate content from file servers by archiving based on file type, age, and other criteria. You can reclaim space on servers while expediting consolidation projects and helping to hold-off future storage purchases. To support information governance, retention policies can be applied to retain files for as long as needed for end user access and legal needs. In addition, use file blocking capabilities, if necessary, to prevent non-business information from being stored on corporate file servers.

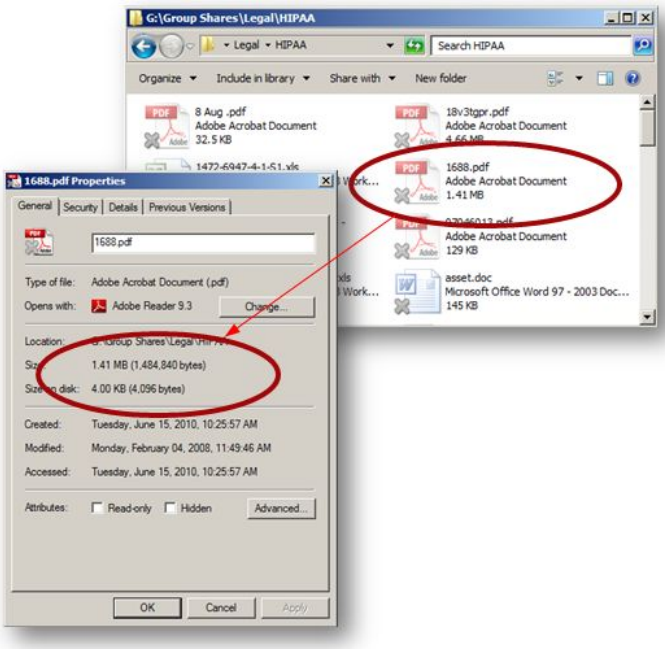

Figure 3. Seamless File System Archiving user experience

SharePoint archiving

As user adoption increases, SharePoint indexes and storage resources can quickly become strained. SharePoint archiving reduces the clutter created from users posting and forgetting files, from multiple document versions, and from orphaned project sites. Enterprise Vault archives from the critical components of SharePoint including document, slide and picture libraries, and social elements such as discussion boards, wikis, blogs, and lists. Archiving reduces the bloat of your SharePoint resources while maintaining end user productivity and supporting your information governance strategies.

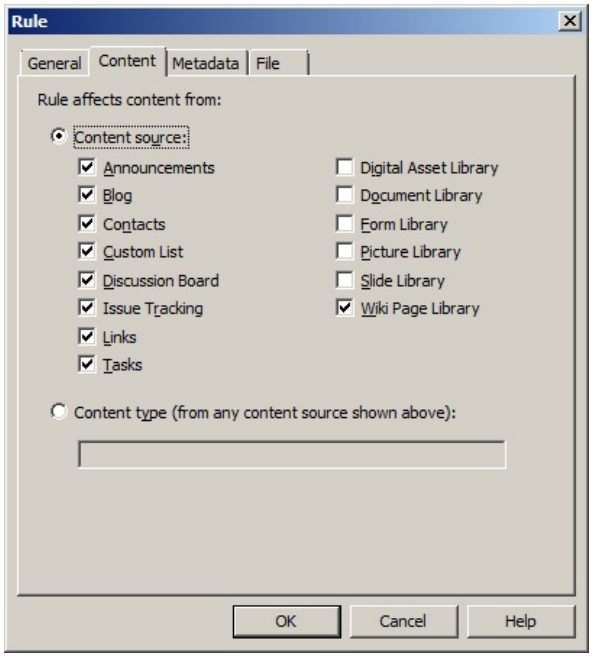

Figure 4. Archive all critical components of SharePoint

Symantec NetBackup™ and Symantec Backup Exec™ integration

A backup is not an archive. They are two separate functions—backup is for recovery whereas archiving is for storage optimization and eDiscovery. Deploying Enterprise Vault can improve backup and recovery SLAs by removing static and duplicate data from the daily, weekly, and monthly backup processes. Symantec NetBackup™, Symantec Backup Exec™, and Enterprise Vault integration allows you to define automatic, policy-based migration strategies that move archived data from disk managed by Enterprise Vault to tape or other media managed by NetBackup or Backup Exec, helping you leverage your backup infrastructure to manage archived data and reduce your long term total cost of ownership. NetBackup and Backup Exec can both be used to backup the critical components of Enterprise Vault.

Improve search and eDiscovery

Any IT administrator or legal counsel who has had to respond to a lawsuit, internal investigation, or compliance audit understands the challenges of information governance, meeting court-sanctioned deadlines, and expensive third-party review. The entire process needs to be streamlined and made easier to defensibly and cost-effectively respond to eDiscovery requests. The answer is an intelligent information governance solution with a purpose-built eDiscovery platform.

Enterprise Vault provides a single repository of information archived across multiple content sources. This ensures that relevant information is correctly preserved and made available for eDiscovery cases. Archived information is indexed and searchable, allowing investigators to conduct an early case assessment with Enterprise Vault Discovery Accelerator and more robust review and analysis with the Clearwell eDiscovery Platform from Symantec.

The Clearwell eDiscovery Platform from Symantec extends eDiscovery to data beyond the archive to include a full spectrum of enterprise sources, including network servers, storage systems, backups, application repositories, and laptops and desktops. The Clearwell eDiscovery Platform from Symantec can be used to manage legal hold and to search this information in a transparent and unobtrusive manner. Once all data is collected, advanced search and analytics can be used to cull data by over 90 percent, enabling efficient review and production.

Enterprise Vault Compliance Accelerator allows companies to perform cost-effective supervisory review of email to help ensure compliance with corporate policy and regulatory bodies. Providing the framework to select and sample target email, manage its review by appropriate reviewers, and record

the process for audit purposes, Compliance Accelerator helps decrease the cost and effort of email supervision, review, and compliance. Compliance Accelerator can further automate the process when used in conjunction with Data Classification Services by flagging tagged Exchange messages for review.

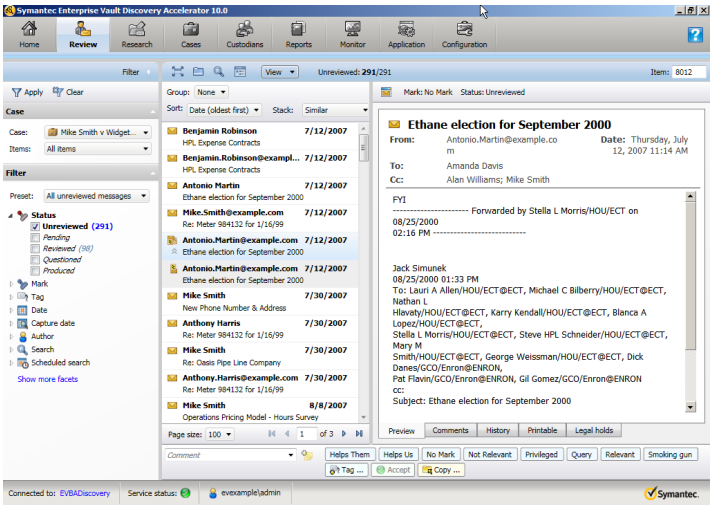

Figure 5. Intelligent search and review with Discovery Accelerator

Lower archive total cost of operations

Not only does Enterprise Vault archiving optimize your primary storage but Enterprise Vault itself is engineered to be efficient. When information is archived, it is indexed, compressed, and deduplicated to reduce the footprint and total cost of ownership of the archive. When a file has already been archived once, Enterprise Vault knows not to store it twice. And even though it is not deduplicated in the archive, users maintain access to it until the retention period has expired.

To help you reduce costs, Enterprise Vault is storage agnostic, meaning it does not rely on any specific type of storage device. Data can be stored on any combination of supported storage devices, allowing data to be tiered and moved over time to ensure that as data ages it gets stored on the most suitable storage medium and that archived data has the smallest possible storage footprint. Also, Enterprise Vault can store to storage devices that have native deduplication functionality. In these cases, customers turn off Enterprise Vault deduplication and instead leverage the appliance deduplication.

Enterprise Vault is also VMware® Ready certified, allowing you to benefit from the increased agility of running in a virtual environment while maintaining similar performance to running on a physical server.

How to leverage the cloud

Symantec provides you with the flexibility to deploy best-of-breed archiving solutions on-premise, hybrid, or in the cloud. Regardless of the deployment model, Symantec can provide the solution that best meets the immediate and long-term information management goals of your organization.

Symantec Enterprise Vault.cloud™ (100 percent Software-as-a-Service)

Enterprise Vault.cloud allows you to address the challenges of email storage management, eDiscovery, and regulatory compliance with the ease and efficiency of a purely hosted service. With no hardware, software, or plug-ins to install and maintain, Enterprise Vault.cloud offers unlimited cloud storage with rapid search and retrieval for a flat fee per mailbox per month.

Hybrid cloud

Enterprise Vault can archive to cloud vendors such as Amazon S3, AT&T Synaptic, Nirvanix®, and Rackspace. You lower costs by using cloud storage as a storage tier while continuing to manage your archive through a single interface.

Also, customers wanting to leverage hosted email such as Microsoft® Office 365 can maintain an on-premise archive for journaling, eDiscovery, and compliance purposes. Other content sources such as file servers and SharePoint can be archived to the same on-premise archive and benefit from deduplication and a central repository for search and eDiscovery.

Symantec™ Managed Enterprise Vault

Symantec™ Managed Enterprise Vault is a monitoring, management, and support service for organizations that want to retain their data on-premise while leveraging the benefits

of remote management. Customers are supported by Symantec's Business Critical Services team, who are experts in both service delivery and Symantec's archiving technologies.

Delivered under strict SLAs, Managed Enterprise Vault plugs-in to an organization's archiving environment remotely and delivers 24 hours a day, seven days a weel monitoring, incident remediation, consistent service level delivery, and regular reporting.

Product highlights

- Proactively manage eDiscovery. Efficient search and review can be performed in-house without manual collection, streamlining early case assessments, legal holds, and a repeatable and defensible eDiscovery process.
- Intelligently manage information as part of an information governance program by automating the granular retention, and defensible deletion of information.
- Reduce storage footprint and costs by archiving less frequently accessed information off of expensive primary storage and servers such as Exchange, Domino, SharePoint, and file servers.
- Streamline backup and recovery by moving older, infrequently accessed content from production sources into a centralized archive. Seamless end user experience improves productivity, reduces helpdesk calls, and provides access to archived email whether online, offline, and on mobile devices.
- Centralized administration provides advanced reporting, monitoring, and diagnostics of the archive, helping to ensure consistent performance and availability.

More Information

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Symantec helps organizations secure and manage their information-driven world with **IT Compliance**, **discovery and retention management**, **data loss prevention**, and **messaging security** solutions.

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