

rediffmail enterprise

Email Archival

Product Note

Proposed by:

rediff.com

Introduction

Email is the most important communication and business tool in used by organizations today as it contains business critical data. The growth of email use for external as well as internal communication has created security and storage issues as organizations are finding it difficult to store and maintain the records of all email communication over the years.

Emails have become the electronic substitutes of legal business documentation; the information being passed on through this electronic correspondence constitutes a record. This enforces to retain the email records for a minimum period of time, depending upon the industry sector guidelines.

The email archival is also ensures that organization has a centralized and accessible copy of all its email. This provides additional protection against accidental or intentional deletion of emails by end-users. Searching for email in personal archives on each and every local machine is physically cumbersome and prone to data leakage. Email archiving eliminates such a need whenever litigation support is requested.

The traditional methods of archival include backing up mailbox files (.pst) downloaded on local machine of each individual user. However this method of archival is not foolproof and cumbersome. User may delete the mails from their personal archives before they are backed up by IT team. Also if the mailbox files get corrupt, the complete data is lost.

The cost of finding the electronic records for a discovery process can be astronomical, requiring months of IT manpower to wade through backup tapes. Finding an email record from physically archived tapes is worse than trying to find a needle in a haystack.

Rediff archival solution

We have developed an archival solution for emails which is automated, scalable and very easy to operate. It is a cloud based email archival system where the mails sent and received by the all the users on domain are stored in separate system.

The salient features of Rediff archival solution are

1. Completely automated

Rediff archival solution does not need any manual intervention to archive the data. Mails are archived as soon as they are sent or received by any user of the domain. This archival solution is device as well as network agnostic. The emails are archived even if they are sent or received on mobile, laptop, webmail, tablet etc. Also user's location does not hamper email archiving capability. The emails are archived no matter if user is accessing mail from outside the company network or within the company network.

2. Compliance Ready

The compliance support is based on four main concepts. The Rediff archival solution is designed to comply with all these four concepts

- a. Data permanence – The email data is retained in its original state without being altered. The emails can only be searched, forwarded or printed.
- b. Data security – The archived emails are stored in the secured datacenter. The data is safeguarded against all security threats which include access by unauthorized persons as well as anything which could physically damage or endanger the availability of the information.
- c. Auditability – The data duly protected but easily accessible in a timely manner by authorized personnel whenever required.
- d. Informed deletion – The archived data deletion request gets processed only after 24 hours. Whenever a new deletion request is scheduled, a mail is sent to all the admins IDs. If the deletion request is created is accidentally or without authorization, admin can cancel the deletion request within 24 hours.

3. E-Discovery

Archival email data quickly grows to colossal size. The traditional archiving solution of backing up data on tapes or disks is inadequate to store such data as well as produce the required email whenever asked for auditing or legal purposes. Whenever a request comes, one has to identify the volume number and location of the tape. Then carefully extract the tape and load then on a liver server. Then search for a particular mail one by one. This process requires at least 2 -3 days with dedicated IT personnel working on it.

In Rediff archival solution, the mails are indexed and then stored in the system. Administrator can access the archival system from any browser. Required mail cab be searched using combination of parameters such as 'from address', 'to address', words in 'subject' line,

'attachment name' as well as the mails from specific date range. The system will display the list of emails matching the query within couple of seconds.

4. Download archived mails

Rediff archival solution allows the download of archived data. If the data is to be produced for legal or audit purpose, administrator has an option to download the searched mails as a compressed file. Each individual email is downloaded in standard .eml format. Mails downloaded in this format can be viewed in outlook, thunderbird or any other standard mail client.

5. Customizable as per requirement

Rediff archival solution provides flexibility to configure number of years of data to be archived. Administrator can archive the data for 1 year, 2 year or 7 year. The mails will automatically get deleted once they cross the policy period.

Also administrator can specify the user ids for which the data should be archived. You may need to give archival solution to each and every user on the domain. It can be allocated only to select few in the organization.

FAQs

When do the mails get archived?

Archiving mails is a continuous process. As soon as user sends or receives a mail, it also gets stored in archiving system

How secure is archival? Who can access the archival system?

The archival system is completely secured. Only the authorized personnel with valid password can access the archival system.

How long the archived mails are kept?

Administrator can select the archival policy period at the time of purchase. Currently administrator can decide to keep the archive mails for 1 year, 2 years or 7 years.

Whether sent mails also gets archived?

Yes. All the mails sent from web interface or Rediffmail NG application or uses Rediff SMTP server gets archived. However, if the mails is sent from devices which uses their own SMTP will not reach archival system.

Whether junk mails also gets archived?

No. Junk mails are not archived

What happens when user exceeds archival size quota?

In case user exceeds the archival account quota, his mails will still be archived as long as total archival space purchased is not utilized completely. If the total archival space is completely utilized, administrator has to purchase more space by adding accounts.

Whether user's previous mails also get archived when admin assigns him archival account?

No. The mails are routed to archival system only after administrator assigns the archival account to a user.

Whether user's mail in archival gets deleted when admin deletes his primary mail account?

No. Even when administrator deletes user's primary mail account, the email data available in archival system is not deleted.

Can administrator download the archived mails?

Yes. Administrator can download the mails which they searched for. The search query can be combination of multiple parameters like from, to, subject, date range etc. However search by date range only is not allowed.

How administrator will come to know about archival storage quota status?

Administrator will get notification mails well in advance when the archival storage is nearing its quota.

Can archival mails be auto-forwarded or downloaded by configuring on mail client like outlook?

No. One cannot put an auto-forwarder to archival system nor it can be configured on mail client to download the data.

Can administrator restore the deleted archived mails?

An intimation mail is sent to admin ID as well as all sub admin IDs whenever new deletion request is created. Administrator can cancel the processing of new deletion request within 24 hours of its creation. However the data cannot be restored once the deletion request is processed successfully after 24 hours.