

Email Archive

Required By Law

Emails have to be archived the same way paper based business communication has to, and even for the same intervals (6 to 10 years, depending on country and content).

Additionally certain requirements are specified for digital documents like emails. Those are:

- Emails have to be archived unalterable or a proof must be possible that they have not been altered (digital signatures).
- Emails have to be archived completely. No email must get lost on the way to the archive or in the archive. A necessary conclusion of this is that there must be proof of the completeness: Log files of the gateway mailservers have to be archived too.
- Emails have to be archived in a way the auditing authorities can access the archive as a whole and within a reasonable amount of time; a search in 200 different email accounts does not fulfill this requirement. And a slow restoration from offline media does not, either.

Further Requirements

Additionally to the governmental requirements there is other norms and obligations, e.g. restricted access to sensitive data. Not every employee must have complete access to the archive. Access policies have to be defined. In many countries private email must not be archived at all, so policies concerning the private use of company accounts are needed.

Real Situation

In most companies employees are entitled to delete or save email according to their own needs. There are disadvantages resulting from this approach:

- Governmental requirements are not fulfilled (see above). This can lead to expensive penalties (in Germany such a penalty can reach € 250.000).
- Important documents, needed in legal .
- Communication between employees and customers in certain projects can not be reviewed. Internal or legal
- Die Kommunikation von Mitarbeitern mit Kunden in bestimmten Projekten kann nicht schlüssig nachvollzogen werden. Interne oder strafrechtliche Ermittlungen werden damit behindert.

Archive For Employees

A central email archive can make employees much more productive; to review email communication of a colleague in holiday they do have to have access to his account or to know his sorting habits, they just use the search mechanisms of the archive according to their access restrictions.

The genioDATA Offer Of An Email Archive

genioDATA runs the industry leading email archiving solution in certified data centers. Emails are archived and indexed in real time and can be replicated to distant data centers for disaster prevention.

Entry points to the archive are redundant to prevent emails from getting lost on the way. The archive itself is secured with a layered backup and neatly defined systems management processes like retrieval tests, security screenings etc.

Access To The Archive

Access to the whole archive is granted to named authorized personnel only, all others have access to their own emails only or those of their immediate colleagues. The configuration of access rights is done as result of a dedicated workshop with the customer. Thus the customer fulfills important requirements of privacy policies. Additionally every employee has access to his/her own emails.

Access to the archive is secured at least by SSL, a VPN connection is offered also.

Retrieval of emails is done via sending them to the working account by just one button in the web interface. There is no need to collect emails in the work account any more.

Indexing And Search

Incoming emails are indexed in real time. During a search these indexes are read instead of running a time consuming search throughout the archive. Thus the genioDATA email archive delivers unmatched performance.

Search and retrieval are done using a web interface – no need to install and keep up another software.

Integration Of The Email Archive Into The Customer's Workflow

Whether the customer runs a mailserver of his own or uses a providers server, does not make any difference.

The special genioDATA mail gateways are located logically in front of the customer's mail host.

The emails (incoming and outgoing) pass the genioDATA mail gateways and are copied to the archive there. Spam rejection and virus filtering are done there as well.

From the genioDATA mail gateways the emails are relayed to their destination (the customer's mail host or the recipient on the internet).

If necessary, the genioDATA archive server can contact the customer's Exchange or Lotus Domino servers and grab emails to be archived from special journaling accounts on these servers.

genioDATA also offers running both (mail servers and mail archive) to customers who want to have their email needs served completely off one specialized hand.

Separation Of Email Archives

Email archives of different customers can be cleanly separated: Each customer can have genioDATA run his own archive, set up as a virtual appliance.

The advantages are:

- During an audit by financial authorities in the archive of customer A those authorities do not access emails of other customers as well.
- When the customer decides to take over management of the archive, he just has to set up the virtualization technique used and can transfer the archive into his own infrastructure.

Customer's archives with several hundred of email accounts may be separated into multiple instances to enhance performance.

Availability

Using elaborated systems management with neatly defined processes and state of the art procedures (gapless monitoring, layered redundancy, scheduled tests of operational and backup systems) genioDATA achieves an availability of the customer's (emails and) archive of 99,9 % per year.

Signature And Signature Verification

Emails received by the archive are digitally signed using certificates for qualified signatures according to the very strict German Signature Law.

Additionally the volumes of the archive are signed regularly and those signatures are verified regularly as well to ensure the integrity of the archive as a whole.

The customer can receive a copy of the signature verification report optionally.

Exit Scenario

At the end of the contract – irrespective of the reasons for ending it – the customer can receive the data and a full documentation on the used techniques of the archive; after licensing the necessary software and setting up the necessary infrastructure on his own the customer can continue the operation of the archive. The customer can even have genioDATA set up the archive into his infrastructure.

A clearly defined exit scenario is very important for the customer's indemnification; it is a vital part for fulfilling his duties of diligence.

Prospect

genioDATA's offer of email server and email archive operation is developed dynamically, new features are always on the road map.

One example: Within the next months genioDATA will provide web based access to the mail server log files to enable customers to track emails in real time.

Thus a genioDATA email server customer can find out what spam to his account has been rejected or when an email he sent has been received by the recipient's server.

The genioDATA Principle

Professional systems management demands scheduled tests, defined procedures and layered security concepts – that is an expenditure small and medium companies often can not accomplish.

genioDATA offers the *result* of this expensive way of systems management to its customers at a fraction of the costs by sharing scale out effects.

This is not restricted to running email servers and email archives, it also applies to backup and data replication techniques or the operation of complete and complex servers (Windows, Linux, Solaris, xBSD, HP-UX, ...) including the necessary applications.

The customer benefits from a defined set of features with exact response times and performance levels.