

OpenText Archive for GoogleApps

Email Archiving and Monitoring for Gmail

More businesses are looking to hosted or cloud-based communication services to reduce costs and simplify management. While the IT benefits are real with this approach in order to truly reducing corporate risk, meet legal obligations and derive value from your Enterprise data requires information governance practice.

Introduction to OpenText Archive for Google Apps

Email continues to be a mission-critical business application at the core of how organizations communicate, and highly personal method of communication. As email volumes continue to increase and IT infrastructure cost and complexities rise, legal and compliance risks grow. Having an effective program in place for managing information, in particular email, is a necessity as organizations look to reduce cost and legal risks.

One approach employed by both public and private enterprises to lessen this burden has been the adoption of cloud based email systems. Cloud certainly brings some significant business benefits around cost predictability and streamlining IT infrastructure. It also brings some new obstacles for legal departments, and records managers looking to manage the information lifecycle appropriately, and meet legal and compliance obligations.

Unmanaged or poorly managed data at today's volumes is unsustainable – moving to the cloud may help, but without proper information governance practice you are only shuffling the problem off site.

Compliance-ready Archiving

OpenText Archive for Google Apps monitoring captures all inbound, outbound and internal email communications ensuring organizations can confidently meet their legal obligations and regulatory requirements. Data is journaled directly from Google Apps to the OpenText repository on premise where the data is de-duplicated, metadata is extracted, retention policies are applied and data is indexed and stored in the OpenText Archive.

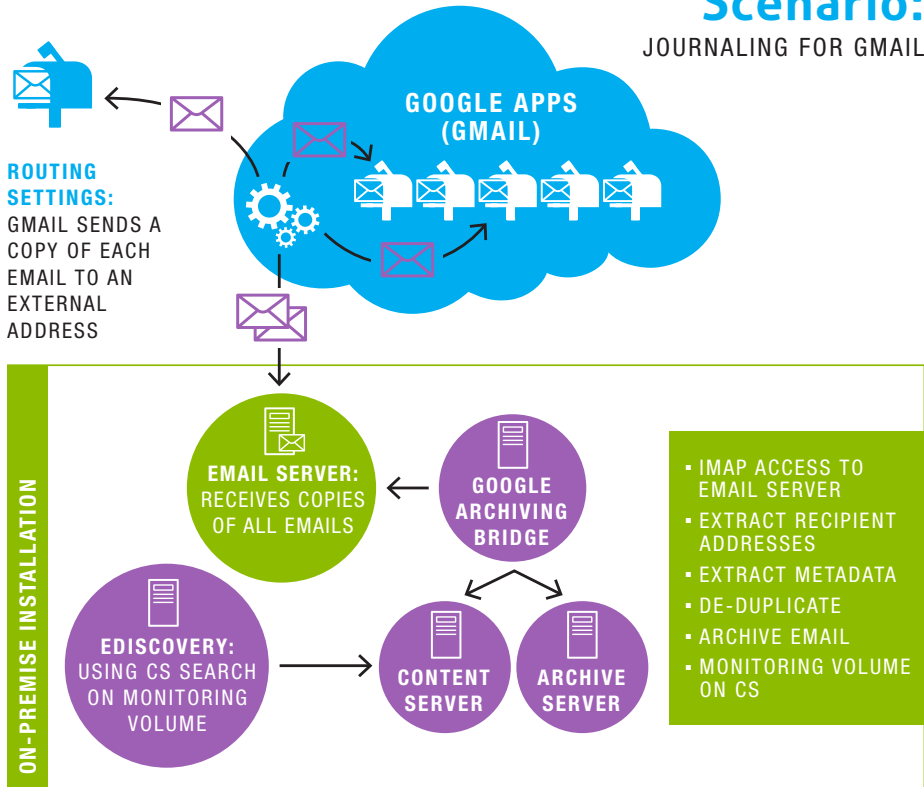
Gmail historical collection and data clean up

OpenText Archive for Google Apps archiving, configured to run transparently in the background, enables collection from Gmail user's mailboxes ensuring organizations can properly govern, preserve and discover historical and day forward mail from Gmail. For additional flexibility OpenText also offers rules based archiving and clean up tasks based on size, age etc.

BENEFITS

- Legal and compliance support for Gmail
- Built to grow with your evolving archiving requirements
- Secure Retention and disposition controls
- Secure search and access
- Tamper-proof storage
- Interoperable storage connectivity
- Disaster recovery

Scenario:
JOURNALING FOR GMAIL



- Move data during the information lifecycle from highly available, expensive disk to lower cost media for long term storage.

Easy access for end users

The typical day-to-day experience for end users is uninterrupted as they continue to work within Gmail. For historical data no longer available in user’s mailbox users can access data via web-based search or via Personal Email Volume inside OpenText Content Server.

Responsive Discovery and Compliance

As Gmail data is archived in the OpenText Archive it is centrally stored along with other Enterprise information (e.g. active business and engineering documents, SharePoint, SAP, rich-media, web content, structured data, social media) enabling legal teams to have a single repository of truth and respond holistically to eDiscovery requests and audits.

OpenText Archive for Google Apps also helps organizations comply with International regulations including:

- Sarbanes-Oxley Act of 2002 (SOX)
- Security Exchange Commission Rule 17a-4 (SEC Rule 17 A-4)
- FINRA/ NASD 3010
- Gramm-Leach-Bliley Act (Financial Modernization Act)
- The Data Protection Act (UK)
- Financial Institution Privacy Protection Act of 2001 & 2003
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Patriot Act - Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001
- European Union Data Protection Directive (EUDPD)
- Japan’s Personal Information Protection Act

Robust Lifecycle Management

The primary reason email poses such risk and associated cost is that many organizations lack clear, defensible policies and tools that help define what to keep (and for how long) and when to dispose of it. Some organizations still keep everything forever, and even more “over retain” what they keep because of fear of legal ramifications. These coupled with the fact that cloud-based systems can also introduce data sovereignty issues around where data is stored, and who has jurisdiction over the data stored in the cloud—the need for proper information governance practices essential.

Retention management

OpenText Archive offers robust retention and records management capabilities along with auto-classification that allows organizations to centrally and proactively manage Gmail data ensuring high business value content is kept and appropriately retained and low value or non-business related data is judiciously disposed and defensible.

Archived emails may be retained according to a variety of criteria including:

- Role-based retention (e.g. IT 3 years, R&D 5 years, Legal 7 years)
- Geo-based retention (e.g., USA 3 years, UK 5 years)

Flexible storage management

OpenText supports flexible storage options meeting compliance and jurisdictional regulations as well as tools for managing data across media best suited for cost-effective long-term storage.

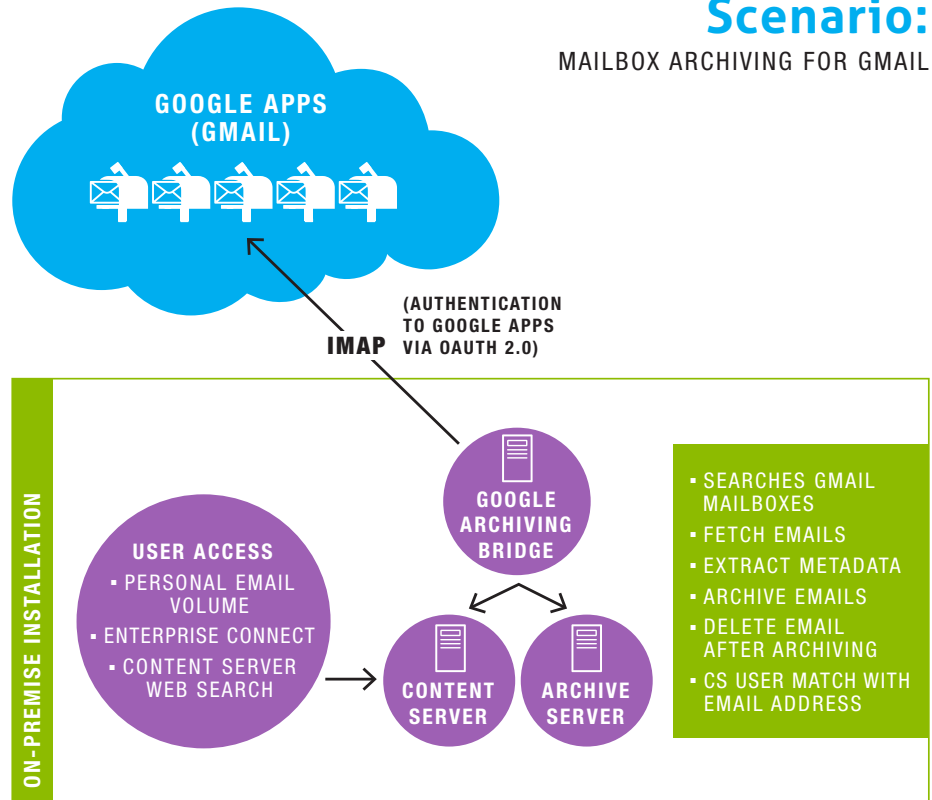
Flexible storage management options:

- Archive once, write data to multiple devices and storage media.
- Store data on ingestion on specific media (including WORM).
- Store data on media specific to geographic region.

Scenario:

MAILBOX ARCHIVING FOR GMAIL

Combine Gmail data with additional content types (active business and engineering documents, SharePoint, SAP, rich-media, web content, structured data, social media) managed in OpenText Archive to provide a 360 degree view of data during eDiscovery or audit events.



OPENTEXT ARCHIVE FOR GOOGLE APPS BENEFITS

LEGAL AND COMPLIANCE SUPPORT FOR GMAIL

- Journaling-based capture enables compliant data archiving from Gmail.
- Confidently govern historical data from Gmail
- Support regional and jurisdictional regulations for data storage.
- Rapidly respond to broad legal preservation and audit requests.

BUILT TO GROW WITH YOUR EVOLVING ARCHIVING REQUIREMENTS

- OpenText Archive supports Content Management Interoperability Services (CMIS) open standard for interoperability and control over diverse document management systems and repositories.
- Combine Gmail data with additional content types (active business and engineering documents, SharePoint, SAP, rich-media, web content, structured data, social media) managed in OpenText Archive to provide a 360 degree view of data during eDiscovery or audit events.

SECURE RETENTION AND DISPOSITION CONTROLS

- Support defensible and automatic destruction of data in accordance with regulatory standards.
- Deleted files (including indexes and other metadata) are overwritten up to 15 times to help ensure they cannot be created.
- Support storage management tasks for data requiring longer term retention and storage.

SECURE SEARCH AND ACCESS

- End users and legal staff may execute powerful full text searches across email content enabling easy access.
- Access control against Gmail data supports role-based permissions ensuring data security.
- Automatically render content in standardized formats to ensure future readability.

TAMPER-PROOF STORAGE

- Encryption support for data at rest.
- Time stamps and system signatures ensure the integrity of documents.
- Multi-device support including WORM media and long term storage (DVD, UDO, tape, or write-once hard disks).

INTEROPERABLE STORAGE CONNECTIVITY

- The archiving foundation of Email Archiving for Microsoft Exchange provides full support for all popular hardware storage platforms, including EMC2, Hitachi Data Systems, IBM, SUN, Network Appliance, and more.

DISASTER RECOVERY

- Store content safely in multiple physical locations or on high availability storage devices.

Additional Content Support Available for OpenText Archive

- Microsoft Exchange (2003, 2007, and 2010)
- Microsoft Office365
- Lotus® Domino® (7.x.x, 8.x.x)
- Microsoft Office SharePoint Server (2007 and 2010, 2013)
- SAP® systems:
 - Supported SAP applications:
 - All SAP Business Applications (ERP, HCM, CRM, SCM, SRM, PLM)
 - All SAP Industry Solutions as based on SAP ERP and/or NetWeaver ABAP stack
 - Supported SAP versions
 - CRM 4.0, CRM 5.0, CRM 6.0, CRM 7.0
- Shared file systems (Windows 2003, 2012)
- Web content

- Structured data (mainframe – VSAM format)
- Business (ECM) and Engineering documents (GIS, CAD)
- Rich Media Assets (DAM)
- Fax/ OCR scans
- Social media (Facebook, Twitter, LinkedIn)
- Instant messaging – Gtalk, Yahoo!®, Skype®, plus PIN to PIN and SMS

Add-on Components for OpenText Archive

- [OpenText File System Archiving](#)
- [OpenText Application Governance & Archiving for SharePoint](#)
- [OpenText Archive for Microsoft Exchange](#)
- [OpenText Archive for Lotus Domino](#)
- [OpenText Archiving for SAP Solutions](#)

About OpenText

OpenText provides Enterprise Information Management software that enables companies of all sizes and industries to manage, secure and leverage their unstructured business information, either in their data center or in the cloud. Over 50,000 companies already use OpenText solutions to unleash the power of their information. To learn more about OpenText (NASDAQ: OTEX; TSX: OTC), please visit www.opentext.com. ■

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