Symantec Enterprise Vault.cloud

Data Sheet: Archiving and eDiscovery

According to a recent industry survey[1], more than three-quarters (76%) of organizations across Europe and North America archive e-mail. In fact, companies have come to the realization that traditional processes such as backup software and tape or the use of mailbox quotas have failed to meet the ever-increasing challenges of email management and compliance.

In 2011, the average corporate email user consumed more than 10.4 MB of email storage per day[2], tripling the median volume of email archiving requirements in only four years. Faced with this data explosion, many companies have experienced soaring storage costs and disrupted access to information, leading to increased risks of retention and disclosure violations for email, which is involved in 75% of eDiscovery cases.

Symantec, a proven leader in the archiving space for over a decade, now provides customers with the flexibility to deploy on-premise, hybrid, or cloud archiving solutions in order to best meet the immediate and long-term information management and governance goals of their organizations.

Take Advantage of The Cloud

Symantec Enterprise Vault.cloud is designed to help companies of all sizes address the challenges of mailbox management, email continuity, legal discovery, and regulatory compliance, with the ease and efficiency of a purely hosted service. With zero hardware and little to no software to manage or plug-in to install, Enterprise Vault.cloud offers a low upfront investment that requires minimal maintenance while delivering a fast and intuitive user experience. All for a predictable and flat service fee.

- Little to no hardware, software, or plug-ins to install and maintain
- Low upfront investment & total cost of ownership (TCO)
- Flat fee per mailbox per month, including service upgrades

Mailbox Management: A New Paradigm

As email volume continue to grow, the headaches of email administrators meet the frustration of end users. Some 80% of organizations report having to resort to imposing mailbox size limits as part of their ongoing struggle against data growth-and its associated infrastructure and administrative costs. To avoid reaching mailbox quotas, some employees archive personal files to their PCs or corporate file shares, ultimately shifting the storage management burden to the end-user environment. This behavior further complicates the process of searching, filing, and retrieving old emails, decreasing productivity and multiplying help desk calls.

In light of these challenges, Enterprise Vault.cloud offers a worry-free approach to mailbox management, benefiting both IT personnel and end-users. In fact, by providing unlimited email storage and retention in redundant, Tier 4 datacenters, Enterprise Vault.cloud enables email administrators to confidently prune entire messages and attachments directly from the mail server by leveraging native policy capabilities. End-users maintain rapid access to their archived content from within their familiar email client, benefiting from virtually unlimited mailboxes. Simultaneously, IT administrators are able to significantly reduce the email server storage footprint, improving server performance and reducing the backup window.

- Improved server performance & reduced backup windows
- Rapid email access & retrieval
- No mailbox size limits for end users

eDiscovery: Get Litigation Ready

While motions to discover electronic data are commonplace in today's world of litigation, companies are often unprepared to find electronically stored information (ESI), resulting in excessive costs to collect and review email and fueling an expected worldwide eDiscovery spend of over 8 billion in 2014.

However, when relevant information resides in a central location, such as an archive, it can be identified, collected, and protected, which greatly simplifies the eDiscovery process. Enterprise Vault.cloud helps reduce the cost and risk of litigation by :

- Culling the volume of information that a corporate litigant must preserve, collect, and send to outside counsel for review.

- Providing early visibility into the case facts and mining of historical information to better forecast costs, assess the risks, and determine the appropriate legal response to a dispute.

- Enabling better visibility into the business and legal value of content and data through the effective indexing of data.

Enterprise Vault.cloud significantly reduces the burden on IT by enabling legal personnel to independently perform legal holds, share the review workload across multiple reviewers, and quickly respond to eDiscovery requests.

- Store and index every email, attachment, IM and BlackBerry® message (SMS text, PIN-to-PIN, call log) in a searchable, online repository
- Accelerate legal discovery and HR inquiries with real-time search and retrieval and multiple export capabilities
- Enforce email preservation for lawsuits/legal holds, and protect attorney-client privileged communications

Email Continuity

The true cost of an email outage - planned or unplanned, widespread or partial – isn't simply reflected in lost revenue and reduced productivity. An outage can damage relationships with customers, partners and suppliers. It may also lead to data loss, fines for regulatory non-compliance, or increased security risk as users resort to managing business emails through personal email accounts during outages.

Traditional approaches to high availability, such as clustering and replication, require significant IT expertise and can be cost prohibitive to implement. Enterprise Vault.cloud provides an optional and affordable standby email system that activates automatically, enabling virtually uninterrupted use of email in the event of mail server downtime.

- Stay protected from on-premise disasters
- Reduce the risk of losing data generated since your last backup was performed
- Achieve rapid recovery

Security

Symantec.cloud is dedicated to providing a high level of security for our Symantec Enterprise Vault.cloud customers. Our approach is based on the three key tenets of security:

-Confidentiality: Enterprise Vault.cloud is designed and architected to help prevent unauthorized users from accessing information within the service delivery infrastructure. In addition, Enterprise Vault.cloud supports industry standard encryption protocols in the form of Secure Socket Layer (SSL) and Transport Layer Security (TLS) to help prevent customer data from being modified during transmission.

-Integrity: Enterprise Vault.cloud is designed to help prevent customer data from being altered during transmission using the same standards of transport layer encryption used to maintain confidentiality. Customer data is encrypted at rest as well as segregated within the storage archive. Additionally, multiple layers of control are provided including the provisioning of unique customer journal address, database IDs, and storage partitions.

-Availability: Enterprise Vault.cloud is provided from highly robust, top-tier data centers, designed to enable service availability at all times. Our Service Level Agreement provides a money back remedy if availability of 99.9% is not met.

• Redundant, scalable, Tier 4 data centers
• Data encrypted in transit & at rest
• 24/7/365 support included in cost of service

More Information

Visit our website

http://enterprise.symantec.com

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

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Sources

[1]*E-Mail Archiving Market Trends* 5 © 2010, Enterprise Strategy Group, Inc; [2] *Email Archiving Market 2011 - 2015* The Radicati Group, 2011; *Cooperation Is Key for Managing E-Discovery in 2010; Gartner 11 March 2010 ; Deb Logan; "6th Annual Electronic Discovery Survey" Socha-Gelbmann; Proactive information retention and disposition management: when faced with litigation events, readiness is your best defense. IDC 2010.*