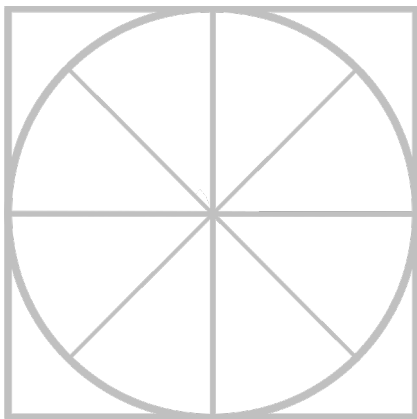
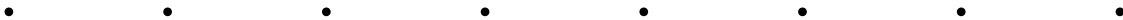




# THE RADICATI GROUP, INC.

## Information Archiving - Market Quadrant 2017



*An Analysis of the Market for  
Information Archiving Solutions  
Revealing Top Players, Trail Blazers,  
Specialists and Mature Players.*

***March 2017***

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## TABLE OF CONTENTS

RADICATI MARKET QUADRANTS EXPLAINED .....	2
MARKET SEGMENTATION – INFORMATION ARCHIVING .....	4
EVALUATION CRITERIA .....	6
MARKET QUADRANT – INFORMATION ARCHIVING .....	9
<i>KEY MARKET QUADRANT HIGHLIGHTS</i> .....	10
INFORMATION ARCHIVING - VENDOR ANALYSIS .....	10
<i>TOP PLAYERS</i> .....	10
<i>TRAIL BLAZERS</i> .....	33
<i>SPECIALISTS</i> .....	38

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## RADICATI MARKET QUADRANTS EXPLAINED

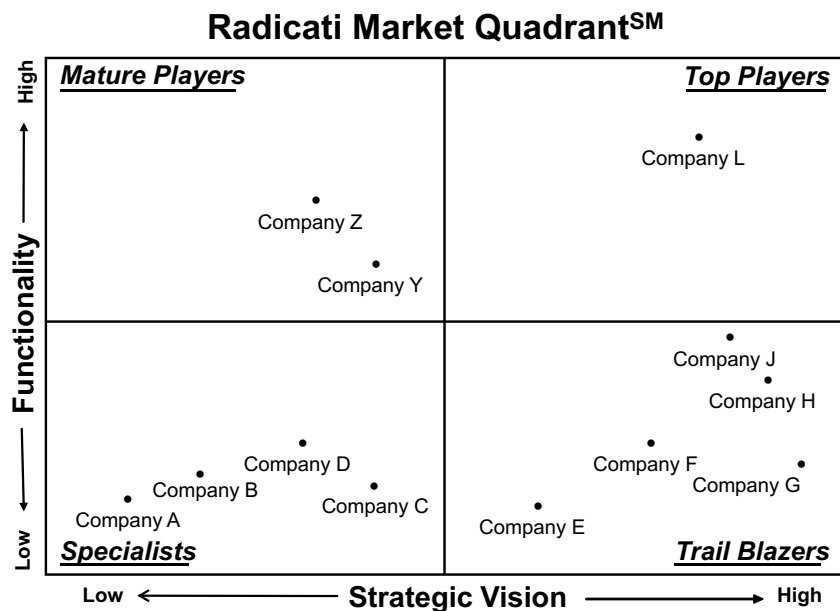
Radicati Market Quadrants are designed to illustrate how individual vendors fit within specific technology markets at any given point in time. All Radicati Market Quadrants are composed of four sections, as shown in the example quadrant (Figure 1).

1. **Top Players** – These are the current market leaders with products that offer, both breadth and depth of functionality, as well as possess a solid vision for the future. Top Players shape the market with their technology and strategic vision. Vendors don't become Top Players overnight. Most of the companies in this quadrant were first Specialists or Trail Blazers (some were both). As companies reach this stage, they must fight complacency and continue to innovate.
2. **Trail Blazers** – These vendors offer advanced, best of breed technology, in some areas of their solutions, but don't necessarily have all the features and functionality that would position them as Top Players. Trail Blazers, however, have the potential for “disrupting” the market with new technology or new delivery models. In time, these vendors are most likely to grow into Top Players.
3. **Specialists** – This group is made up of two types of companies:
  - a. Emerging players that are new to the industry and still have to develop some aspects of their solutions. These companies are still developing their strategy and technology.
  - b. Established vendors that offer very good solutions for their customer base, and have a loyal customer base that is totally satisfied with the functionality they are deploying.
4. **Mature Players** – These vendors are large, established vendors that may offer strong features and functionality, but have slowed down innovation and are no longer considered “movers and shakers” in this market as they once were.
  - a. In some cases, this is by design. If a vendor has made a strategic decision to move in a new direction, they may choose to slow development on existing products.

- b. In other cases, a vendor may simply have become complacent and be out-developed by hungrier, more innovative Trail Blazers or Top Players.
- c. Companies in this stage will either find new life, reviving their R&D efforts and move back into the Top Players segment, or else they slowly fade away as legacy technology.

Figure 1, below, shows a sample Radicati Market Quadrant. As a vendor continues to develop its product solutions adding features and functionality, it will move vertically along the “y” functionality axis.

The horizontal “x” strategic vision axis reflects a vendor’s understanding of the market and their strategic direction plans. It is common for vendors to move in the quadrant, as their products evolve and market needs change.



**Figure 1: Sample Radicati Market Quadrant**

## MARKET SEGMENTATION – INFORMATION ARCHIVING

Information archiving solutions provide interactive, secure long-term storage of electronic business content, including: email, instant messages, social media, file systems, Microsoft SharePoint content, and a broad range of other structured and unstructured information. In addition to archiving, these solutions must also provide fast, easy search and retrieval of information, and allow organizations to set granular retention policies which provide the foundation for eDiscovery, Legal Hold, Data Loss Prevention (DLP), and Information Governance.

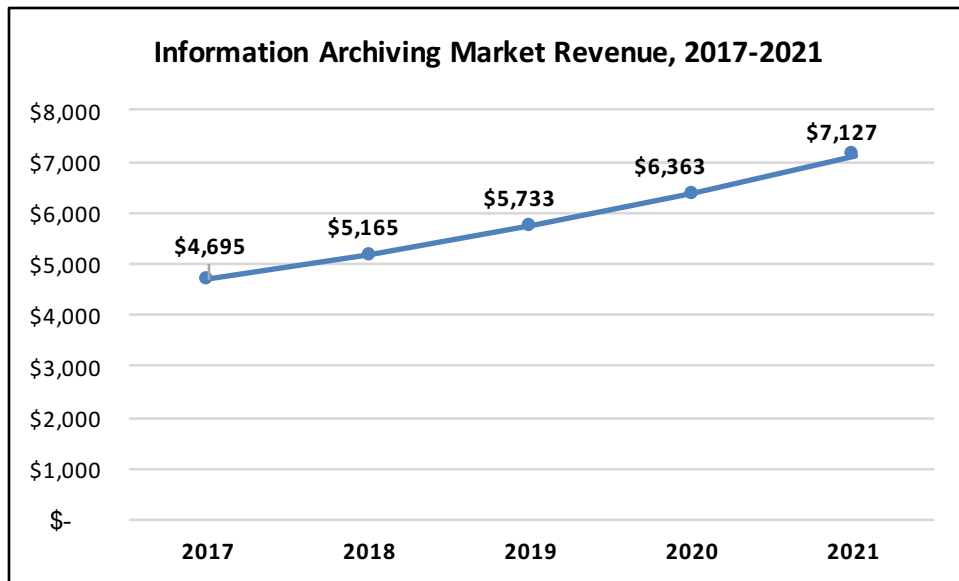
Information Archiving services are defined as follows:

- **Information Archiving** – are solutions delivered as on-premises products, appliances, or as cloud services. Key vendors in this segment include: *BAE Systems, Barracuda Networks, Google, Micro Focus, Hewlett Packard Enterprise, Jatheon, Microsoft, Mimecast, OpenText, Proofpoint, Smarsh, Sonian, Veritas*, and others.

*Note: In the past we published separate Market Quadrants for on-premises and cloud archiving solutions. We feel that separation is no longer valid as most vendors now offer both form factors.*

- Business organizations will typically deploy an information archiving solution for one or more of the following reasons:
  - *Compliance with Regulatory Requirements* – organizations in heavily regulated industries are required to retain and preserve electronic information to meet government and/or industry regulatory requirements.
  - *Litigation* – during internal and external legal proceedings, organizations will need to efficiently search, discover, and retrieve all pertinent information.
  - *Internal Corporate Policies* – many organizations have large amounts of electronic content that needs to be managed and disposed of according to internal corporate policies.
  - *Leveraging Information through Content Analytics* – organizations are increasingly using information archiving solutions to provide valuable insight into their stored data.

- *Data and Information Security* – information archiving solutions help secure information in a longterm repository, where content can be easily restored in the event of a disaster or during any planned or unplanned downtime.
- Figure 2, shows the worldwide Information Archiving market revenue from 2017 to 2021. The total market will be over \$4.6 billion in revenues by year-end 2017, and will grow to over \$7.1 billion by 2021.



**Figure 2: Worldwide Information Archiving Revenue, 2017-2021**

## EVALUATION CRITERIA

Vendors are positioned in the quadrant according to two criteria: *Functionality* and *Strategic Vision*.

***Functionality*** is assessed based on the breadth and depth of features of each vendor's solution. All features and functionality do not necessarily have to be the vendor's own original technology, but they should be integrated and available for deployment when the solution is purchased.

***Strategic Vision*** refers to the vendor's strategic direction, which comprises: a thorough understanding of customer needs, ability to deliver through attractive pricing and channel models, solid customer support, and strong on-going innovation.

Vendors in the *Information Archiving* space are evaluated according to the following key features and capabilities:

- *Deployment Options* – availability of the solution in different form factors, such as on-premises solutions, cloud-based services, hybrid, appliances and/or virtual appliances.
- *Email Platform Support* – the range of email platforms supported, such as Microsoft Exchange, IBM Domino, and others.
- *Cloud Messaging Support* – archiving support for cloud-based messaging solutions, such as Microsoft Office 365 or Google Apps for Work.
- *Support for Multiple Content Sources* – archiving of a broad range of information types, including: email, file systems, Microsoft SharePoint, social media (both business and consumer services), IM, voice/video, and more.
- *Automated Indexing of Content* – automatic indexing and tagging of information for fast, easy search.
- *Storage Reduction* – the removal of redundant data from repositories is an important capability that is necessary in order to maintain storage efficiency, reduce storage space, and

improve disaster recovery procedures. Single instance storage (SIS) or data deduplication are some of the technologies that enable this functionality.

- *Search* – in addition to basic search functionality (search by sender, recipient, subject, date or contents of a message) information archiving solutions should provide a robust set of advanced search capabilities, including: concept, Boolean, proximity, and more.
- *Archive Access* – archived information should be easily accessible through a desktop, a web-based and/or a mobile client. Mobile app based access is preferred.
- *Define Retention Policies* – businesses should be able to define retention periods for archived data depending on their own retention schedules. Disposition of archived data can occur by age, date, user, folder, sender, recipient, subject, and other parameters.
- *eDiscovery Capabilities* – basic eDiscovery capabilities should be provided for legal hold, advanced search, tagging, data export, and more.
- *Data Migration for Legacy Systems* – support for migrating data in PST, NSF, and other formats from other archives.
- *Website Archiving* – the ability to capture and preserve full websites including web pages, blog posts, images, videos and more in their native formats in the event that they need to be produced for litigation, or to comply with regulatory requirements.
- *Mobile Access* – access to archived content on-the-go through a mobile app or a mobile browser (i.e. smartphone, tablet, laptop, etc.).
- *Multi-language Localization* – availability of archiving solutions with administrative and user interfaces localized in multiple languages.

In addition, for all vendors we consider the following aspects:

- *Pricing* – what is the pricing model for their solution, is it easy to understand and allows customers to budget properly for the solution, as well as is it in line with the level of functionality being offered, and does it represent a “good value”.



- *Customer Support* – is customer support adequate and in line with customer needs and response requirements.
- *Professional Services* – does the vendor provide the right level of professional services for planning, design and deployment, either through their own internal teams, or through partners.

***Note:** On occasion, we may place a vendor in the Top Player or Trail Blazer category even if they are missing one or more features listed above, if we feel that some other aspect(s) of their solution is particularly unique and innovative.*

MARKET QUADRANT – INFORMATION ARCHIVING

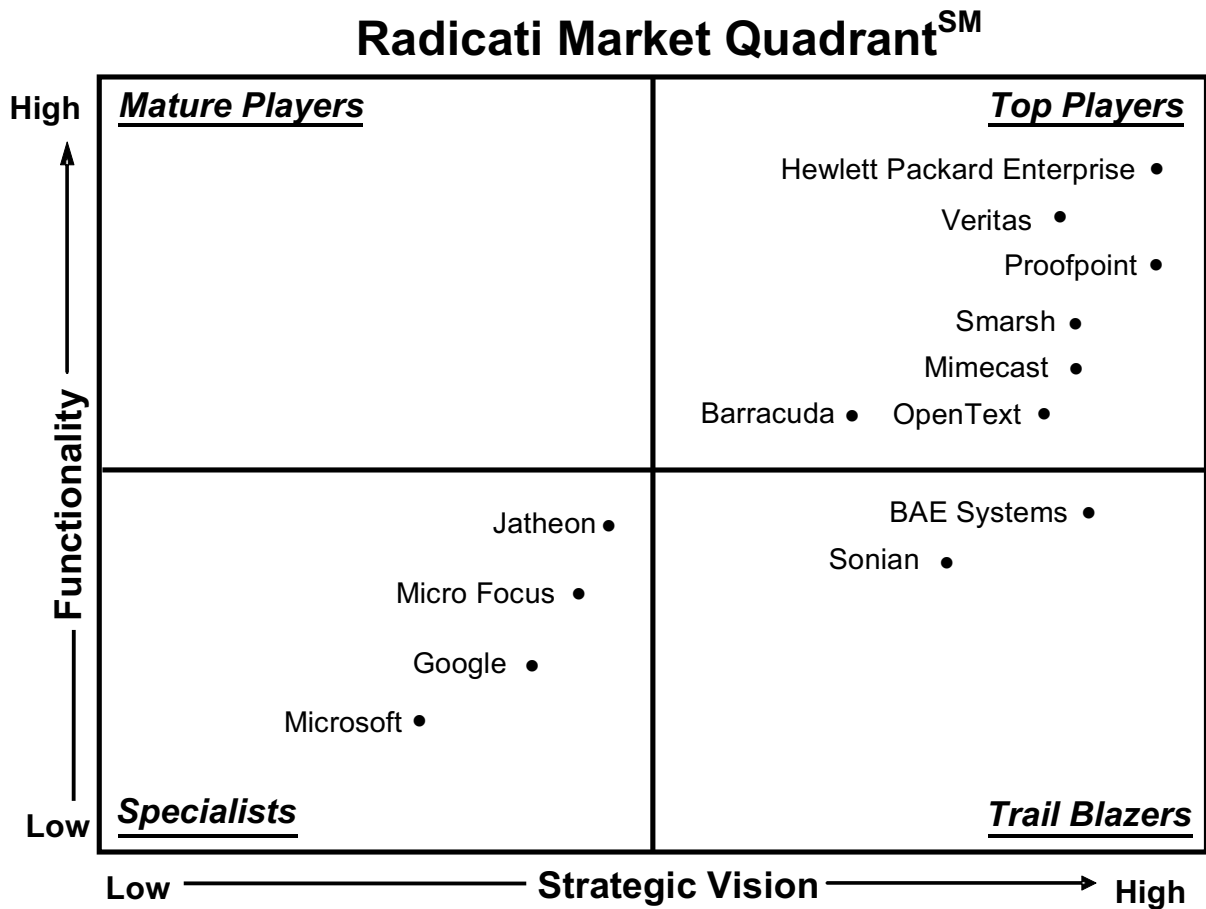


Figure 3: Information Archiving Market Quadrant, 2017

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## KEY MARKET QUADRANT HIGHLIGHTS

- The **Top Players** in the Information Archiving market are *Hewlett Packard Enterprise, Veritas, Proofpoint, Smarsh, Mimecast, OpenText, and Barracuda.*
- The **Trail Blazers** quadrant includes *BAE Systems* and *Sonian.*
- The **Specialists** quadrant includes *Jatheon, Micro Focus, Google, and Microsoft.*
- There are no **Mature Players** at this time.

## INFORMATION ARCHIVING - VENDOR ANALYSIS

### TOP PLAYERS

#### HEWLETT PACKARD ENTERPRISE

3000 Hanover Street  
Palo Alto, CA 94304  
www.hp.com

Hewlett Packard Enterprise (HPE) provides software, hardware and cloud solutions for large global enterprises, small and mid-sized business, and government agencies. HPE's products include servers, storage, software, networking solutions, and more.

#### SOLUTION

The flagship product in the HPE archiving portfolio is **Digital Safe**, a hosted solution delivered primarily in a private cloud. For more general-purpose Information Lifecycle Management, HPE also provides its Secure Content Management suite, led by HPE Content Manager. In May 2016, HPE divested itself of its on-premises archiving products: HP Consolidated Archive ("HPCA") and HP Consolidated Archive Supervisor ("HPCA Supervisor") by transferring future development and support to Capax Discovery.

**HPE Digital Safe** offers an integrated end-to-end information archiving solution to enable intelligent control and management of data, support litigation preparedness, and ensure corporate, industry and regulatory compliance. HPE Digital Safe is deployed in a secure, private hosted environment. Key features include:

- *Unified Information Archiving* – automatically archives data from multiple channels and a broad range of repositories including email, IM, social media, video, audio, and other structured/unstructured data. Advanced search and analytics provide actionable and intelligent insight from diverse data stores to rapidly find information, automate retention policies, and support compliance and legal preparedness.
- *Storage Optimization* – single instancing, de-duplication, and compression increase IT efficiency through a smaller information footprint. The ability to access and gain insight into legacy data repositories to filter valuable data from outdated information also helps reduce storage and data access costs.
- *Enterprise-class Security* – data is secured in a private cloud within datacenters that are SOC2 compliant to ensure data security, availability, processing integrity, confidentiality and privacy. All data remains segregated, encrypted at rest, and is protected across multiple geographically separated datacenters utilizing split-cell WORM technology to prevent data loss.
- *Advanced Analytics and Conceptual Search* – expedites search and quickly identifies critical, responsive data using advanced context and concept-based search.

HPE Digital Safe is a key component of HPE's *Information Governance Portfolio*. It can be deployed on its own as an individual solution to solve a specific business need, or can be combined with HPE's information governance offerings to provide a more comprehensive end-to-end solution, including supervision, eDiscovery, file analysis, forensic data analytics. The portfolio offers secure content management, defensible disposition, personal data assessment along with litigation readiness and response capabilities, and can be leveraged to support complex, emerging regulations including the General Data Protection Regulation (GDPR).

The HPE Digital Safe Suite provides an information processing framework to extract intelligence and act on multiple forms of structured and unstructured data including email, IM, social media, audio, video, and web content, including conceptual understanding and advanced analytics

across hundreds of data types residing in most enterprise repositories to support search, eDiscovery, preservation, and regulatory compliance.

The HPE Digital Safe Suite offers several components to help build a holistic information governance and compliance strategy, which include:

- **HPE Investigative Analytics** – offers a communication-centric analytic platform that enables organizations to derive deeper insights into activities, communications, and risk events. It is aimed at the needs of financial institutions and highly regulated industries. It allows companies to implement a holistic approach to understand activities and risk across their business. Organizations can perform ongoing surveillance and data mining to detect patterns, surface anomalies, and highlight trends to proactively identify potential risks and non-compliant, fraudulent behavior.
- **HPE Supervisor** – offers compliance departments the ability to monitor, capture, analyze, and investigate electronic communications including email, IM, texts, audio and social media. It offers configurable risk-based filters to capture and control interactions that are contributed to and used by compliance officers, legal counsel, and technology administrators. A Machine Translation plug-in enables users in multi-lingual environments to translate the subject, body, and attachments of messages on the fly. HPE Supervisor is offered as a hosted solution.
- **HPE Social Media Governance** – provides capabilities to securely archive social media content in accordance with compliance requirements. It connects to a wide range of social media platforms including Twitter, Facebook, LinkedIn, and others with the ability to capture and archive comments, posts, attachments, and linked web pages. Captured social media information undergoes analysis based on a variety of risk policies, and non-compliant or risky messages can be identified, quarantined and remediated in real-time. The solution can also identify malware, phishing, spam, and potentially fraudulent social media content.
- **HPE Legal Hold** – supports the eDiscovery process by enabling automated and auditable preservation (including in place) and collection of potentially evidentiary content across a range of repositories including cloud, mobile, social, and laptops/desktops disconnected from the network.

- **HPE eDiscovery** – provides a scalable and comprehensive approach to drive all aspects of post-collection eDiscovery, from processing and advanced analytics to review and production. It enables investigations and early case assessment with the ability to cluster and automatically provide search refinement/guidance. The review capabilities within HPE eDiscovery incorporate technology-assisted review (TAR). HPE eDiscovery is offered as a hosted service.

## **STRENGTHS**

- HPE Digital Safe, in conjunction with its information governance portfolio, are able to meet the most rigorous compliance requirements of large global enterprises.
- HPE Digital Safe supports most enterprise content sources, including: email, IM, Microsoft SharePoint, social media, voice recordings, and more.
- HPE Digital Safe supports a broad range of email platforms, which include: Microsoft Exchange, IBM Domino, Novell GroupWise, Microsoft Office 365, Google G Suite, and others.
- HPE Digital Safe provides intelligent understanding and rich visibility across most enterprise information to support business critical functions including search, eDiscovery, preservation, and regulatory compliance.
- HPE's archiving and eDiscovery products offer enterprise-grade scalability together with visual analytics and Technology Assisted Review (TAR) to support the large, complex legal matters.

## **WEAKNESSES**

- HPE Digital Safe is largely focused on addressing the needs of organizations in heavily regulated or litigious industries, through a hosted solution. Organizations in less-regulated industries, or organizations that prefer an on-site solution have an option to leverage HPE's Secure Content Management suite as an alternative.

- HPE's archiving solution is feature-rich and is best when deployed in the context of HPE's full information lifecycle management strategy.
- HPE does not offer a native DLP solution, however, they do deliver some DLP functionality through their information governance framework.
- HPE Digital Safe, though priced at a premium, offer capabilities and features to support the highly complex compliance and information governance requirements required by larger enterprises.
- HPE is in the process of merging its software assets with Micro Focus, a large UK based software and IT technology provider. As with any merger, a period of transition is possible.

## VERITAS TECHNOLOGIES

500 E. Middlefield Road  
Mountain View, CA 94043  
[www.veritas.com](http://www.veritas.com)

Veritas Technologies offers information management solutions aimed at the needs of large and complex environments. Veritas' Information Governance product portfolio includes solutions for: archiving, eDiscovery, file analysis and more. Veritas Technologies LLC was established as an independent private company in early 2016, following the split from Symantec Corporation.

## SOLUTION

Veritas offers both on-premises and cloud-based archiving solutions under the **Enterprise Vault** brand name. Veritas Enterprise Vault and Enterprise Vault.cloud are part of its broader information governance portfolio.

The Veritas on-premises Archiving solution, **Enterprise Vault**, offers archiving of email, Microsoft SharePoint content, IMs, BlackBerry data, file servers, social media content, and more. *Version 12* of **Enterprise Vault**, released in February 2016, offers significant classification enhancements. Enterprise Vault can automatically classify any ingested content and re-classify information already stored in the archive. Classification uses customizable

policies to help determine what meaningful information to keep and what to discard. Once classified, archived items may then be assigned unique retention periods and may be tagged with metadata to help speed search or discovery. In addition, Enterprise Vault 12 introduces Intelligent Review, a feature of Enterprise Vault Compliance Accelerator. Intelligent Review learns from user behavior to build a knowledge base that enables automatically prioritizing relevant content to review while culling non-relevant information, this helps streamline reviewer workload.

Enterprise Vault provides single-instance-storage. Administrative tools, such as dashboards and wizards, help simplify the management process, and it can also integrate with specialized solutions that offer archiving for specific types of data and information. The Enterprise Vault product portfolio includes:

- *Enterprise Vault for Microsoft Exchange* – stand-alone software based solution, which offers automated Microsoft Exchange Server mailbox management via active mailbox and journal archiving. Administrator defined policies automatically archive email and attachments based on aging criteria and mailbox quota thresholds. Users can search and access their archived email through the Microsoft Outlook client whether online or offline. Microsoft Exchange Server journal archives need not be used to capture all incoming and outgoing email messages, as SMTP Archiving offers the flexibility of journaling directly from Exchange (on-premises or online as part of Office 365) to Enterprise Vault. Enterprise Vault for Microsoft Exchange supports on-premises Microsoft Exchange Server and Microsoft Office 365.
- *Enterprise Vault for IBM Domino* – offers similar mailbox and journal archiving feature set to Enterprise Vault for Microsoft Exchange but for IBM Domino environments. The solution supports IBM Domino Server 8.5.3 and later, IBM Notes, and IBM Domino Web Access.
- *Enterprise Vault for Microsoft SharePoint* – offers archiving support for Microsoft SharePoint Server 2010 and later and Microsoft SharePoint Foundation. Enterprise Vault automatically archives Microsoft SharePoint document libraries, wikis, blogs, discussions, custom lists and many other lists based on administrator-defined policies. Files and document versions are replaced with shortcuts for user access and to allow Microsoft SharePoint search to display results from live and archived Microsoft SharePoint content.



- *Enterprise Vault File System Archiving* – offers comprehensive archiving support for Windows file systems. The solution also supports file blocking, and integrates with Veritas Data Insight to enable customers to perform archiving operations directly from Data Insight reports.
- *Enterprise Vault Extensions* – provides a framework to which Veritas Technology Partner Program (VTPP) partners may develop custom archiving applications for information not natively archived by Enterprise Vault. It helps extend the benefits of archiving to additional content sources, such as UNIX, Linux file systems and more.
- *Enterprise Vault Discovery Accelerator* – is a basic search and eDiscovery solution that works with Enterprise Vault to expedite the identification, legal hold, and review process across all content within the Enterprise Vault archive for litigation and internal investigations. Enterprise Vault is also tightly integrated with the Veritas eDiscovery Platform powered by Clearwell for customers who require enhanced eDiscovery capabilities.
- *Enterprise Vault Compliance Accelerator* – is a supervisory solution that works with Enterprise Vault to help organizations monitor electronic communications, such as email, instant messaging or social media content. It provides a framework to select and sample target content and enable authorized staff to review, annotate and escalate items. The process is tracked and recorded for auditing and regulatory compliance purposes.

The Veritas cloud archiving service, **Enterprise Vault.cloud**, offers archiving of both cloud-based or on-premises email, Microsoft SharePoint content, Instant Messaging (IM), BlackBerry data, cloud file sharing systems, and more. The Veritas Enterprise Vault.cloud product portfolio includes:

- *Enterprise Vault.cloud for Microsoft Office 365* – archiving and eDiscovery capabilities for Microsoft Office 365 deployments. Enterprise Vault.cloud journals all email, ensuring that every message is appropriately preserved, thus ensuring defensible compliance and legal procedures are always followed. Information is retained in the archive according to specific retention and/or other preservation (e.g. legal hold, regulatory guidelines) requirements.
- *Enterprise Vault.cloud for Google G Suite Enterprise* – in March 2017, Veritas added support for Google G Suite Enterprise, providing archiving and eDiscovery capabilities for its email service. Enterprise Vault.cloud journals all Google G Suite email ensuring that

every message is appropriately preserved, thus ensuring defensible compliance and legal procedures are always followed. Information is retained in the archive according to specific retention and/or other preservation (e.g. legal hold, regulatory guidelines) requirements.

- *Enterprise Vault.cloud for Microsoft Exchange* – Enterprise Vault.cloud leverages the native journaling capabilities of Microsoft Exchange Server to capture all emails and attachments sent and received in their original format into a single, online repository specifically created for each customer. Messages are encrypted in transit to the archive (TLS encryption) and at rest. Information is retained in the archive according to specific retention and/or other preservation (e.g., legal hold, regulatory guidelines) requirements. Enterprise Vault.cloud supports Microsoft Exchange Server and allows end user access to personal archives via Microsoft Outlook.
- *Enterprise Vault.cloud for IBM Domino* – offers a similar journal archiving feature set to Enterprise Vault.cloud for Microsoft Exchange Server but for IBM Domino environments. The solution supports IBM Domino Server 8 and later and allows end user access to personal archives via IBM Notes.
- *AdvisorMail* – is a supervisory solution that helps organizations monitor email. It provides a framework to select and sample target content and enable authorized staff to review, annotate and escalate items. The process is tracked and recorded for auditing and regulatory compliance purposes.
- *File archiving* – Enterprise Vault.cloud provides file archiving capabilities for documents stored in Microsoft SharePoint document libraries and Box. All files are archived in a centralized and tamper-proof online repository. Files can be placed on legal hold or retained based on global or granular retention policies—and remain in the archive, even if they are deleted from Microsoft SharePoint or Box. End users can also be given access to archived files so that they can search and retrieve them via their personal archives.
- *Collaborative eDiscovery workflow* – Enterprise Vault.cloud offers a built-in collaborative eDiscovery workflow, which encompasses a variety of legal matter management capabilities that allow multiple reviewers to interact and collaborate on a specific matter as part of the eDiscovery process.

- *Mobile Web Access* – Enterprise Vault.cloud offers Mobile Web Access for Enterprise Vault Personal.cloud, which supports Apple iOS, Android, and BlackBerry Browser. It allows end-users to search their email archives, restore important messages, and tag emails just as if they were working on their desktop, without having to download an application.

## **STRENGTHS**

- Veritas' archiving solutions offer a thorough product portfolio to help organizations satisfy their archiving and information governance needs. Veritas appeals to a wide range of businesses by providing both on-premises and cloud services.
- In addition to Microsoft Office 365 and Google G Suite archiving, Enterprise Vault and Enterprise Vault.cloud capture other cloud-based information sources. Enterprise Vault archives websites and social media including Facebook, Twitter, and LinkedIn. Enterprise Vault.cloud archives SharePoint and Box files and instant messaging communications.
- Enterprise Vault and Enterprise Vault.cloud both archive commonly used electronic communication tools, including Microsoft Exchange Server, Microsoft Office 365, IBM Domino, Microsoft SharePoint, and BlackBerry. Enterprise Vault also archives on-premises data sources such as file systems, attachments in SAP databases, and metadata for video and audio.

## **WEAKNESSES**

- With a powerful set of features, Enterprise Vault requires an adequate budget and personnel in order to fully maximize the platform's potential. Enterprise Vault.cloud, however, is suitable for small to large customers.
- While Veritas offers an impressive set of features and capabilities in both its Enterprise Vault and Enterprise Vault.cloud offerings, it does not provide a common user or administrative experience across the two product lines.
- Customers should be careful of differences in supported content types and integrations between Enterprise Vault and Enterprise Vault.cloud.

- Veritas supports mobile access to its archives (both Enterprise Vault and Enterprise Vault.cloud) through mobile web browsers, rather than through mobile apps.

## **PROOFPOINT**

892 Ross Drive  
Sunnyvale, CA 94089  
www.proofpoint.com

Proofpoint provides cloud-based services for information archiving, governance, eDiscovery, and security. Proofpoint's flagship, Enterprise Archive, provides a fully managed, cloud-based archiving service aimed at the enterprise. Proofpoint is a publically traded company.

## **SOLUTION**

**Proofpoint Enterprise Archive** is a cloud service that provides information archiving, eDiscovery, and regulatory compliance for on-premises Microsoft Exchange Server and Microsoft Office 365 users. The on-premises version of Proofpoint Enterprise Archive is a hybrid solution that includes an on-premises appliance along with storage and search in the cloud, while the Office 365 version remotely accesses messaging resources from the Microsoft cloud. An optional Content Collection module adds the ability to collect, index, and securely archive targeted files and documents that must be preserved within legal holds. Key features of Proofpoint Enterprise Archive include:

- *Message Retention* – Proofpoint Enterprise Archive simplifies the email management process through tight integration with Microsoft Exchange Server and Microsoft Active Directory. Email messages are copied from Microsoft Exchange Server journaling mailbox at configurable time intervals. An automated stubbing feature removes email attachments from Microsoft Exchange Server, while still making them available to users through the Microsoft Outlook client, in order to preserve storage space and minimize user creation of PST files. Proofpoint DoubleBlind Key Architecture provides security for all messages as they are routed to the Proofpoint datacenters, as well as while at rest. Messages are encrypted on the Proofpoint appliance on-premises and can only be decrypted by an authorized user within the network. Proofpoint customers maintain sole possession of encryption keys, which ensures that data privacy is protected. Enterprise Archive can archive email, Bloomberg messages,

IM's, social media content and files from desktops, file shares and Microsoft SharePoint repositories. Proofpoint also has a Selective Disposition feature, enabling customers to dispose of specific items from the archive prior to the end of retention period (for example, privileged or sensitive content).

- *Legal Hold Management* – during an impending lawsuit, Proofpoint Enterprise Archive allows for the creation and enforcement of legal holds in order to preserve old and new messages, in effect suspending their assigned retention period. These messages are maintained in a tamper-proof repository for the duration of the legal matter, but can be accessed and reported on by authorized members of the legal team through the web-based interface. The Content Collection module option extends these capabilities to collect, index, and secure files and documents that must be preserved within legal holds. Documents can be collected from networked file shares, PST files, Microsoft SharePoint, desktops, and laptops.
- *Advanced Search and eDiscovery Analytics* – Proofpoint Enterprise Archive includes full-text and wildcard-based searches of message headers, message body, and over 500 types of attachments by legal teams and/or administrators. Proofpoint offers a search time guarantee, promising archived data can be accessed in less than 20 seconds, regardless of how large the archived data store becomes or how complex the query. An integrated eDiscovery analytics module is also available. This includes data visualization, predictive coding, conversation threading and hierarchical tagging.
- *Supervisory Review* – for organizations subject to SEC/FINRA compliance requirements, Proofpoint provides full compliance review to allow supervisory review personnel to monitor email for policy adherence. Proofpoint also provides full SEC 17a-4 compliant storage. Intelligent Supervision incorporates easily configurable policies and sampling rules, users are able to assess in the effectiveness of each reviewer and policy through our industry-first real-time dashboard taking automation, intelligent message selection, monitoring, and reporting to greater depths to make reviews more efficient.
- *FISMA Compliance* – Proofpoint provides a FISMA-compliant offering for Federal Government customers.
- *FedRAMP Certification* – Proofpoint's cloud archiving service, including all deployment models, are FedRAMP certified.

Proofpoint also has a stand-alone solution, Enterprise Collaboration Archiving, which provides the ability to natively capture and archive content from Facebook, Twitter, LinkedIn, Microsoft Yammer, and Salesforce Chatter, and Jive. Content can be archived in any market leading information archiving repository, as well as in Proofpoint's Enterprise Archive. For archival within Enterprise Archive, Proofpoint provides single pane of glass visibility to all archived content, and can segregate social content through the use of information tags.

Proofpoint Enterprise Archive provides full mobile access for Apple iOS, Android, and BlackBerry devices. The self-service tool enables users to search their archive to find messages, view message details, and retrieve messages to their inbox.

## **STRENGTHS**

- Intelligent Supervision provides quick and efficient supervision, review and reporting on all correspondence in order to meet FINRA, SEC and IIROC obligations.
- Proofpoint provides advanced eDiscovery capabilities, including: search, legal hold, retention policies, data visualization and predictive coding, natively within Proofpoint Enterprise Archive.
- The DoubleBlind Key Architecture ensures that Proofpoint maintains the data but does not have the encryption keys. Messages within the datacenter can only be accessed by authorized users that have the specific encryption key unique to each individual customer.
- Proofpoint's hybrid deployment architecture allows customers to safely encrypt data on-premises, while taking advantage of low-cost, low-maintenance cloud storage.
- Proofpoint Enterprise Archive is capable of archiving email messages, Bloomberg messages, IM's, social media and enterprise collaboration content and files from desktops, file shares and Microsoft SharePoint repositories.
- Proofpoint provides full administrative and end-user multi-language support including double byte languages.
- Proofpoint recently revised its pricing to appeal to smaller and mid-size user organizations.

## **WEAKNESSES**

- Proofpoint Enterprise Archive only supports Microsoft Exchange Server or Microsoft Office 365 messaging environments, other messaging platforms such as Google G Suite, or IBM Domino are not supported.
- Website archiving is only available through partner solutions.
- Proofpoint's DoubleBlind Key Architecture, while highly secure, requires the deployment of an on-premises appliance or a virtualized appliance, which may not be attractive to customers that are looking for a purely cloud-based solution. For customers seeking a pure cloud solution, however, a fully hosted deployment model without the DoubleBlind Key Architecture is available.

## **SMARSH**

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Portland, OR 97204  
[www.smarsh.com](http://www.smarsh.com)

Smarsh is a provider of cloud-based archiving technology and services aimed at highly regulated industries with strict compliance and eDiscovery requirements, such as financial services (e.g. broker-dealers, investment advisers, banks and lenders), the public sector and healthcare. Founded in 2001, Smarsh is headquartered in Portland, Oregon.

## **SOLUTION**

**The Archiving Platform** from Smarsh offers a consistent and comprehensive set of search and review, policy, production and reporting tools across an organization's email, social media, instant messaging, mobile messaging and Web content. Smarsh also provides enhanced compliance and eDiscovery workflows across all archived content.

Content is organized into cases for further analysis, export or production for eDiscovery, investigations, or audits. For financial firms and others in highly regulated industries that need to regularly monitor archived content proactively for regulatory compliance, Smarsh provides a

highly specialized Supervision workflow designed to enable policy-driven monitoring and efficient team-based content review.

The Smarsh proprietary policy engine automatically scans content as it enters the archive for keywords, phrases, or violations based on policies defined by each customer. Administrators can customize policies based on any criteria associated with a message. Smarsh provides numerous policy templates created and maintained by compliance and regulatory experts. The engine is also configured to assign point scores for policy violations, enabling reviewers to escalate and prioritize the review of high-risk messages.

All content and attachments are available immediately through The Archiving Platform's web-based interface. All archived messages are replicated to remote data centers for continued access in the event of a disaster or system failure, and preserved in accordance with client retention schedules. The Smarsh service includes performance and uptime guarantees.

The platform provides support for the following message types:

- *Email* – Smarsh is platform-agnostic and captures and preserves email messages from on-premises email servers (Microsoft Exchange, IBM Domino and others) and cloud-based email services (Google G Suite, Microsoft Office 365, Salesforce email and others). End-users can securely access their personal archives through an enhanced, mobile-friendly workflow.
- *Instant Messaging* – Smarsh offers archiving support for public, enterprise and third-party messaging applications, including Bloomberg, Reuters, IceChat, QQ Messenger, Slack, Pivot, Skype for Business, Cisco Unified Presence, Jabber, FactSet, Symphony, and others.
- *Social Media* – Smarsh provides archiving support for Facebook, Twitter, LinkedIn, Microsoft Yammer, Salesforce Chatter, Jive, Instagram, Pinterest, YouTube, Vimeo and more. Smarsh works directly with several of these platforms to ingest data directly through API connections.
- *Websites* – businesses can capture, search, preserve, produce, and supervise complete websites, individual web pages, blogs, wikis, RSS feeds, audio and video files, and the interactive components that create web pages.



- *Mobile Messaging* – Smarsh captures, indexes, and preserves SMS/MMS text messages and other forms of mobile communications across Android, Apple and BlackBerry devices. Smarsh completed the acquisition of MobileGuard in 2016, strengthening its mobile offering. Smarsh focuses on capturing content directly from carriers (i.e. AT&T, Verizon), and provides comprehensive mobile archiving solutions regardless of mobile operating system, carrier or device ownership scenario (i.e. BYOD vs. corporate-issued). Larger mobile archiving customers can also deploy the service on-premises, or store data via AWS (GovCloud).

Smarsh also offers **Email encryption/DLP**, a content filtering solution for outgoing email that can stop or delay delivery, or send encrypted messages based on policy.

## STRENGTHS

- Smarsh provides archiving support for a broad range of enterprise content, including: email, social media, IM, mobile messaging, websites, video and more. Users can leverage a uniform set of policies and a unified search interface across all of their content types.
- Smarsh provides archiving support for popular enterprise social media and collaboration services, including Salesforce Chatter and Yammer.
- Smarsh offers what the company refers to as “intelligent archiving,” where messages are ingested, indexed and retained in a search-ready state in their native format (as opposed to having non-email content converted to email). This allows fast search and review by unique elements and objects of each message type. It also enables a real-world contextual view, where for instance, a user searching for a Facebook post will see the full context of the conversation, including files and comments that may have been added later.
- Smarsh offers mobile/text archiving, with support for archiving of content directly from carriers. The Smarsh mobile archiving portfolio offers solutions for any combination of mobile device/OS, carrier/plan and ownership model (e.g. employer-issued, bring-your-own-device, or choose-your-own-device).
- Smarsh provides a content ingestion API and offers a developer program for third party content support and client custom development.

## WEAKNESSES

- Traditionally, Smarsh has focused on providing archiving solutions for the financial services industry. The company is expanding its footprint to provide services to a broader range of vertical markets.
- Archiving for some file systems and Microsoft SharePoint content is not available natively, however, customers can acquire these services from Smarsh partners. Smarsh currently supports archiving for Citrix Sharefile, as well as the ability to directly upload specific files for archiving ingestion.
- Smarsh allows access to personal archives through mobile device browsers, however, it does not currently offer optimized mobile archiving apps.
- Smarsh is localized only in English, however, all messages are stored in their native format and Unicode messages are archived.

## MIMECAST

CityPoint, One Ropemaker Street  
Moorgate, London, EC2Y 9AW  
UK  
[www.mimecast.com](http://www.mimecast.com)

Mimecast is a provider of cloud-based email and information management services for businesses. The core of Mimecast's services includes: email, IM and file archiving; email security; email continuity; and more. Founded in 2003, Mimecast is headquartered in London, UK, with offices in the US, Australia, and South Africa. Mimecast is a publicly traded company.

## SOLUTION

Mimecast offers a suite of fully integrated cloud **Enterprise Information Archiving**, **Email Security** and **Mailbox Continuity** services. Bundled service packages incorporate security and continuity in all three core services. Mimecast's services support all major email platforms, but are optimized for Microsoft Exchange Server and Microsoft Office 365.

**Email Archive** – a cloud-based email archiving service that captures and indexes Microsoft Exchange Server and Microsoft Office 365 data, as well as data on other major email platforms.

Key features of Email Archive include:

- Messages are captured at the gateway in real time and via Microsoft Exchange Server journaling to archive all incoming and outgoing messages.
- Direct end-user access to Mimecast personal archive through an add-on deployed into Microsoft Outlook that provides a seamless user experience for simplified administration and streamlined collaboration.
- Users can also access their personal archive through Mimecast's Personal Portal web client, or through native applications for each of the major smart-phone platforms; users can search, view, reply, and forward archived messages on iPhone, iPad, Android, BlackBerry and Windows Phone devices.
- Comprehensive compliance, eDiscovery and litigation support including legal hold, case management, data export, and review capabilities.
- Mimecast also offers add-on services that include integrated Large File Send, Secure Messaging, and replication of the Microsoft Exchange Server mailbox folder structure in the Mimecast personal archive, which is accessible from Microsoft Outlook, Mimecast Personal Portal, mobile devices, and Mimecast for Mac.

**File Archiving** – a cloud-based archiving service that provides archiving of file repositories and data. Key features include:

- Archiving files from file shares and network shares.
- Administrator archive search for file data.

**Skype for Business Archiving** – a cloud-based archiving service that provides archiving of Microsoft Skype for Business conversations. Key features include:

- Archiving peer-to-peer conversations, conferences and multi-party conversations.

- A single archive search interface, which delivers IM search results, alongside email and file content for greater context and streamlined administration.

## **STRENGTHS**

- The single Administration console provides unified access to all features in a single view. Security, Archiving, eDiscovery, email retention policy settings, user management, and litigation hold requests, can all be managed through a single web interface.
- Integration of Security, Archiving and Continuity means archives are fully accessible even during email outages and archived data remains fully protected against email-borne threats.
- Users can search and access their personal archives from Microsoft Outlook or through Mimecast's Mac app, web interface, and mobile devices.
- Mimecast supports legal holds and eDiscovery searches, each across an unlimited number of mailboxes.
- Mimecast allows legal holds on specific sets of emails - within or across mailboxes - based on tagging or filters.
- Mimecast offers archiving support for all popular cloud messaging platforms, including Microsoft Office 365.

## **WEAKNESSES**

- Mimecast only offers IM archiving support for Skype for Business. Archiving of other IM services as well as social media can be handled through third-party content capture solutions, such as Actiance and Globanet.
- Website archiving is currently not supported.
- Mimecast language localization is somewhat limited.
- Mimecast focuses much of their attention on Microsoft-centric customers and their solutions are optimized for these environments. However, Mimecast also provides archiving support

for other popular enterprise messaging platforms.

- Mimecast archiving services are available only as a cloud service. Customers interested in on-premises or hybrid deployments for archiving will need to consider alternative vendors.

## **OPENTEXT**

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OpenText is an Enterprise Information Management (EIM) software company that focuses on the following key solution categories: Enterprise Content Management (ECM), Discovery, Business Process Management (BPM), Customer Experience Management, Business Network, and Analytics solutions. OpenText EIM includes solutions for enterprise archiving, eDiscovery, content management, email management, collaboration, social media, business process management, analytics and more. OpenText was founded in 1991 and is headquartered in Ontario, Canada.

## **SOLUTION**

The **OpenText Archiving Solution** addresses three specific archiving markets; email, file and Microsoft SharePoint archiving for records management and Information Governance, SAP Data and Document Archiving, and legacy decommissioning and active application archiving of structured and unstructured information. It comprises the following components:

**OpenText Archive Center** – addresses the SAP market for standalone, on-premises and SaaS archiving. It runs in the OpenText Cloud as a public cloud service. Archive Center, Cloud Edition comes in three variants: OpenText Archive Center for SAP Solutions, Cloud Edition; OpenText Archive Center for Email/FS, Cloud Edition; and OpenText Archive Center for CMIS, Cloud Edition.

**OpenText Content Suite** – provides a foundation of Enterprise Content Management, Records Management, Archiving and integrations for capture. It includes solutions for Email

Management for Microsoft Exchange, Microsoft O365, Google Gmail and IBM Notes, Microsoft SharePoint, and File System Archiving. The solution can automatically apply, or allow end users to apply records management classifications for retention and disposition purposes. In addition, ECM provides comprehensive search and litigation hold, along with a variety of different ways of using and accessing content within the archive. Content Suite can also provide access to SAP archived content.

**OpenText InfoArchive** – is a lightweight single platform for archiving both structured and unstructured information. It includes Retention management, Holds, Encryption, Masking and Audit. It is an open platform built to support legacy decommissioning, active archiving, long term compliance and helps reduce storage and backup costs. InfoArchive was part of the Documentum acquisition.

#### **STRENGTHS**

- OpenText provides a variety of deployment options including on-premises, private cloud, SaaS cloud and hybrid.
- OpenText provides a strong portfolio of Enterprise Information Management (EIM) solutions that tightly integrate with their information archiving solutions.
- Open Text Auto-classification, leverages machine learning techniques to provide transparent auto-classification of large volumes of enterprise information.
- OpenText provides the flexibility to archive and apply various retention or records management policies to a broad range of structured and unstructured content types.
- OpenText Archive Center provides metadata search, litigation hold and EDRM XML export of content on litigation hold.
- OpenText InfoArchive offers out of the box support for rich search for eDiscovery and has built-in e-discovery capabilities such as efficient indexing, legal hold, ESI preservation, chain of custody, production sets, audits and search technologies.

## WEAKNESSES

- OpenText's archiving solutions are most often deployed in the context of OpenText's broader range of Enterprise Information Management solutions, including ECM, and integrations with SAP.
- OpenText's user interface for searching, could be simplified and made more uniform across all data types.
- OpenText only provides website archiving for its own OpenText Web Experience Management (WEM) solution.
- OpenText mobile access to archived information is provided for users through their mobile browsers, and administrators through an Outlook Web App (OWA) interface. In both cases, mobile access would be improved by the availability of mobile apps.

## BARRACUDA NETWORKS

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Barracuda Networks, founded in 2003, provides security and storage solutions. The company traditionally offered its products as on-premises hardware appliance solutions, but is now focusing on delivering a range of integrated SaaS solutions as well as providing public and private cloud virtual appliance options.

## SOLUTION

The **Barracuda Message Archiver** is an appliance-based archiving solution for email and other message content. It is available as an on-premises appliance or a virtual appliance, and can be deployed in private or public clouds, including Amazon AWS and VMware vCloud Air.

The **Barracuda Cloud Archiving Service** is a SaaS solution which uses the Barracuda Cloud to deliver a cloud based archiving service. It is hosted and managed by Barracuda in their own datacenters, and does not require additional on-premises customer hardware or software. The service is also a central component of the **Barracuda Essentials** suite of cloud services, which is aimed at organizations moving to cloud based solutions such as Microsoft Office 365 and Google G Suite.

Key features of Barracuda archiving solutions include:

- *Comprehensive Archiving* – allows both current and historical email data to be captured and archived, with support for non-email content enabling customers to also archive messages, appointments, contacts, notes, tasks and IM conversations.
- *End User Access* – users have full access to their archives at any time from any device, with folder replication providing a seamless experience. An Outlook Plug-in provides fully integrated access to archived data from the desktop alongside email, and data can be cached to provide ongoing access when offline. Native apps for iOS and Android provide anytime/anywhere mobile access to archived data at no extra cost. A dedicated web client interface is also available.
- *Archive Management* – role-based administration provides user-level access controls, with configurable granular permissions provided for managing auditor access to data. The Message Archiver provides comprehensive real-time reports and statistics on data volume and traffic, storage utilization and message policy violation.
- *Compliance* – SMTP Journal Capture ensures an accurate and unmodified copy of every email sent or received, including details of all recipients. Email is captured without opportunity for amendment or deletion. Granular data retention policies can be customized to meet complex regulatory or business requirements, and a comprehensive audit trail ensures that a full record of all system activities can be provided to demonstrate compliance.
- *eDiscovery* – multi-level full text searches can be conducted on all message content and attachments as well as message header fields, tags and metadata fields. Search criteria can be saved for future use, and search results can be tagged for future identification or placed on legal hold if needed. Relevant data can be exported as needed for further processing.



- *Storage Management (Barracuda Message Archiver)* – message stubbing removes archived content from Exchange whilst retaining full access for end user. Messages and attachments content and attachments are de-duplicated using Barracuda’s single-instance storage technology and then compressed to maximize archive storage efficiency.
- *PST Management* – Barracuda PST Enterprise is available as an option, and provides an advanced capability for IT Administrators to discover and manage PST files throughout their organization.

## **STRENGTHS**

- Barracuda products are easy to purchase and easy to deploy, with simple per-user or per-appliance pricing and no additional charges.
- The Barracuda Cloud Archiving Service integrates with Microsoft Office 365, Microsoft Exchange, and other email services to provide a complete cloud-based archive with no additional customer hardware or software required.
- The Barracuda Message Archiver can mirror data to the Barracuda Cloud for secure longer-term retention and storage, or to facilitate disaster recovery.
- Barracuda provides multiple user interface options, including companion applications for Window and macOS, mobile apps for iOS and Android, an Outlook add-in, and a web interface.
- The Barracuda PST Enterprise option helps customers automatically locate, import and delete PST files. PST Enterprise can apply granular policies to migrate email data from PST files to Barracuda archiving solutions, or it can be used as a standalone product for migrating data from PST files to Exchange/Exchange Online mailboxes and archive mailboxes.

## **WEAKNESSES**

- Barracuda focuses on archiving email and instant messages, it does not support archiving files from applications, such as SharePoint. However, these can be backed up using Barracuda Backup.

- Whilst non-email data can be archived from Microsoft Exchange and Office 365, support for IBM Domino and Novell GroupWise is limited to email and attachments.
- Barracuda offers limited archiving support for enterprise social media services. However, Barracuda customers can use Barracuda Web Filter in conjunction with Barracuda Message Archiver to archive social media services, such as Twitter and Facebook.
- Barracuda does not support website archiving.

## **TRAIL BLAZERS**

### **BAE SYSTEMS APPLIED INTELLIGENCE**

265 Franklin Street

Boston, MA 02110

[www.baesystems.com/businessdefense](http://www.baesystems.com/businessdefense)

BAE Systems Applied Intelligence provides cloud-based messaging, compliance, and cyber security services to governments and businesses of all sizes on a software-as-a-service (SaaS) platform. The BAE Systems Email Protection Services platform delivers a fully integrated suite of email security solutions, including: Zero Day Prevention, Insider Threat Prevention, Email Data Loss Prevention (DLP), Email Security (AV/AS), Email Encryption, Email Compliance Archiving, Email Continuity, and more.

### **SOLUTION**

BAE Systems **Email Compliance Archiving** is a cloud archiving solution. All incoming and outgoing messages are authenticated and archived in BAE Systems redundant datacenters. Messages can be filtered by the type of message and can be sorted by date, sender, or subject. Compliance officers can define keyword lists that automatically score messages on retrieval, define flexible legal holds and multiple retention periods, assign messages for review and manage collections of held messages.

All archived data is stored, by default, online for the customer's choice of thirty or ninety days, or three, five, seven or ten years in BAE's data centers. After the retention period is up, data is permanently removed from both the database and storage systems. If WORM discs were delivered for offsite storage, they are destroyed. BAE Systems Email Archive offers unlimited data storage.

BAE Systems Email Compliance Archiving is compliant with: SEC, FINRA, HIPAA, SOX, and the Federal Rules for Civil Procedures (FRCP). It can support any email system including on-premise or hosted Microsoft Exchange from any provider, including BAE's own hosted Exchange cloud service and Microsoft Office 365. In addition to email, BAE can also archive faxes, instant messages, consumer email services such as Yahoo! Mail, Microsoft Outlook.com, and financial messaging services, such as Bloomberg and Reuters.

BAE's Email Compliance Archiving and Email Continuity solutions include an Archive Folder Synchronization feature. Folder Sync replicates users' Microsoft Outlook folder structure for use within the archive. This enables users to maintain productivity and increase efficiency with replicated folder structures in the archive in the same format as their active Outlook mailbox. Archive Folder Sync is compatible with BAE Hosted Exchange 2010, 2013, and on-premise Exchange deployments.

BAE Systems also offers **Archive Anywhere**, a service that enables email users to easily access and search their entire mailbox archive from virtually any device and any email client. Archive Anywhere uses the native search tools of the email client. Supported platforms include Windows, Apple and Android, and mobile devices including iPhone, iPad, BlackBerry, Android, and Windows Phone.

## **STRENGTHS**

- BAE Systems archiving services are part of a complete message archiving and security platform, along with DLP, Insider Threat Prevention, Zero Day Prevention, and eDiscovery capabilities.
- BAE Systems is capable of archiving faxes, IMs, consumer email services, and financial messaging services such as Bloomberg and Reuters.

- BAE Systems offers a unified management interface, Security Management Console, for customers to manage their Email Protection Services along with Archiving, Hosted Exchange and their proprietary hosted Mail.
- BAE Systems meets requirements specified by the FFIEC, GLBA, HIPAA, and other regulatory organizations.
- The Archive Anywhere mobile functionality adds value to the services by allowing users to access their personal archives from their mobile devices.

#### **WEAKNESSES**

- BAE Systems Email Compliance Archiving lacks native support for the archiving of Microsoft SharePoint data, and social media content, however this can be added through the integration of third-party products.
- Retention policy granularity can be improved. Currently retention policies can be set per user but not at the document/file level.
- BAE does not support website archiving natively, however, it can archive any external content through integration with third-party capture services, such as Actiance.
- BAE Systems services are available as cloud services only. Customers interested in on-premises or hybrid deployments for archiving will need to consider alternative vendors.

#### **SONIAN**

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Waltham, MA 02451  
[www.sonian.com](http://www.sonian.com)

Sonian is a public cloud information archiving company, providing a service for OEM partners and their end customers. Sonian offers a solution which allows companies to preserve, analyze and access their electronic communications for legal, regulatory and continuity purposes while

gaining organizational insights. The company was founded in 2007 and is based in Waltham, Massachusetts.

## SOLUTION

**Sonian's Email Archiving** solution secures inbound and outbound messages in a cloud archive. Customer organizations can archive, index and search their email, including more than 500 different attachment types, as well as Microsoft Skype for Business messages. Sonian offers unlimited storage and unlimited retention at low and predictable costs. Sonian's archive is offered in all leading cloud ecosystems (e.g. AWS, Azure, IBM SoftLayer, and more). Sonian's Email Archiving solution includes:

- *Data preservation* – Sonian automatically preserves all incoming and outgoing emails and attachments into its secure cloud archive. Data is encrypted both in transit and at rest using AES 256 cypher-strength encryption. This persistent, immutable record of discussions, documents and data is highly available, reliable and web accessible.
- *Email Migration* – Sonian's cloud archive makes porting messaging content between platforms easier, with fast migration of legacy email data.
- *Information Discovery* – Sonian's cloud archive can index messages and more than 500 attachment file types, and supports document production in early-stage litigation and/or internal investigations. Users can utilize simple, advanced and wizard-driven search capabilities to locate relevant messages and attachments. Data can be tagged, filtered, and exported in a variety of formats facilitating rapid delivery to third parties during discovery.
- *Legal Hold, Retention Policies and Classification Management* – the Sonian cloud archive allows users to create, apply and manage unlimited hold classifications, and set retention policies specific for their industry.
- *Role-based Access to Data* – Sonian's platform provides granular role-based access to data ensuring only authorized individuals can access specific data sets. The archive also features Active Directory integration, allowing companies to easily map their organizational identities to assets within the archive.

- *Communications Insights* – Sonian’s cloud archive also features an analytics dashboard which proactively delivers security insights, analyzing data in email communications and attachments. It highlights unusual activity, and flags messages which may present a risk of security breaches, intellectual property loss or compliance violations.

## **STRENGTHS**

- Sonian’s solution was specifically built for cloud deployment, which allows it to scale and provide optimized search response times in a cloud environment.
- Sonian provides archiving support for a broad range of email and social engagement platforms.
- Sonian has an established MSP partner reseller ecosystem that delivers its solutions to end customers.
- Building on its strength in the SMB space, Sonian is now targeting the enterprise market as more companies embrace cloud initiatives.
- Sonian offers strong analytics capabilities which help extract knowledge and insights from archived communications data to help IT and legal users, proactively achieve risk mitigation through the enforcement of data governance, compliance and corporate policies.

## **WEAKNESSES**

- Sonian's principal content sources are currently emails and attachments. However, additional content types (e.g. Slack, Skype for Business, etc.) are on the near-term roadmap. As these additional content types become available, Sonian will also be able to support images, video, and audio.
- Sonian offers access to content via a browser-based UI designed on the responsive grid. However, access through a mobile app is on the near-term roadmap.
- Sonian does not archive Microsoft SharePoint or website content.

- Language support is currently limited to English, however, support for additional languages is slated for release in 2017.
- Sonian archiving services are available only as a cloud service. Customers interested in on-premises or hybrid deployments for archiving will need to consider alternative vendors.

## **SPECIALISTS**

### **JATHEON**

Jatheon Technologies Inc.

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Toronto, Ontario, Canada M5C 1P1

[www.jatheon.com](http://www.jatheon.com)

Founded in 2004, Jatheon Technologies offers network appliances for email and information archiving, compliance and eDiscovery. The company is privately held.

### **SOLUTION**

Jatheon offers an on-premises appliance solution for email and information archiving, as well as compliance and eDiscovery. The solutions strive to simplify archiving, indexing, retrieval and dynamic monitoring of corporate email and messaging data. Jatheon solutions include three components:

- **cCore Hardware** - offers an enterprise grade scalable appliance for organizations of all sizes.
- **ergo Software** – which manages data processing and archival storage. It provides sophisticated search capabilities with an easy-to-use intuitive interface and a level of granularity suitable for eDiscovery. It also allows custom policies to be easily created for archiving and email management.
- **The Jatheon Guarantee** – is a pro-active 24x7 monitoring and technical support plan.

Jatheon appliances offer the following capabilities:

- Comprehensive Search Functions via a secure web based interface, or through an integrated Microsoft Outlook Plug-in.
- Companies can monitor messages for company policy violations or regulatory compliance. Users have access to their personal data, and compliance officers can package information as PST files or export the messages in a Portable Document File (PDF), Personal Storage Table (PST) or MIME RFC 822 (EML) formats.
- Jatheon appliances include advanced message reporting, exporting to PDF, EML or PST file formats, the ability to save common searches, searchable audit trail for all activities, LDAP and Active Directory integration, and secure access via a web browser or Outlook Plug-in.
- Jatheon appliances are compatible with all major platforms, including Microsoft Exchange, Microsoft Office 365, Google G Suite, GroupWise, IBM Notes, and others.
- Proprietary self-healing storage technology, which continuously repairs damaged data caused by deterioration of magnetic disks.
- 24/7 Proactive System Monitoring and Response, which allows rapid, proactive response and intervention for any software, hardware or network connectivity issues further reducing the load on in-house IT teams.
- eDiscovery features for Legal hold, retention policy management, audit trails, evidence of reviews and reporting capabilities.
- Single-instance email and attachment file retention.

## **STRENGTHS**

- Jatheon provides support for all leading email platforms, whether on-site or cloud-based. Support is generally through the platform's native journaling function or custom Jatheon plugin (e.g. Groupwise).



- Flexible, robust and scalable indexing with the ability to tag through rules and legal holds.
- Jatheon maintains enterprise security by storing all data on secure local storage. It uses de-duplication, single instance storage (for attachments), and compression to achieve data efficiency.
- Jatheon Advanced Search offers enterprise search functionality with full Boolean support and wildcat searches.
- Retention policies can be easily set up to control retention of different email in the system.
- eDiscovery capabilities are provided for advanced search, legal hold, policies, audit trail, saved searches keyword lists and more.
- Jatheon's appliance based model provides for expandable storage using storage add-ons.
- Jatheon appliances are easy to install and manage.

#### **WEAKNESSES**

- Jatheon's solution is available as on-premises appliance solution or as cloud deployment. Virtualization is on the roadmap for 2017.
- Jatheon only supports archiving of email and social media. Other content sources such as Microsoft SharePoint, instant messaging, voice, video, and others are not supported.
- Jatheon has low market visibility, although the company is investing to address this.

## **GWAVA/MICRO FOCUS**

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[www.microfocus.com](http://www.microfocus.com)

GWAVA, founded in 2001, offers Unified Archiving and Messaging Security Solutions. The company has offices in the US, Canada, the United Kingdom, Germany and Australia. GWAVA was recently acquired by Micro Focus, a global software company based in Newbury, U.K.

## **SOLUTION**

Micro Focus **Retain Unified Archiving** provides multi-platform message archiving for email, social media and mobile communication into one unified data archive. Retain can be deployed as an on premises solution, in the Micro Focus Private Cloud, or in a public cloud. Retain supports Microsoft Exchange, Office 365, Google G Suite (Gmail), Lotus Domino, and Micro Focus GroupWise. Retain also supports archiving for Bloomberg Messaging.

Retain provides archiving solution for iOS, Android and BlackBerry devices. It archives all encrypted SMS/Text messages and other data for iOS and Android, via a secure communications server. Additionally, Retain archives SMS/MMS and phone call logs for Android and BBM, PIN, SMS/MMS and phone call logs for BlackBerry devices. Retain also archives all BlackBerry Messenger (BBM) Protected messages on iOS, Android, and BlackBerry. Archiving is done in real time with no need to tether or sync the device. Retain also supports policy-based mobile call recording and archiving.

Retain provides fully configurable policies that allow organizations to define the electronic communication data to archive. Messages are archived using intelligent threading, meaning that they can be easily searched and viewed in their original context. Retain creates a searchable audit trail of all administrators and users who have permission to search the archive, creating a record of all activity. The Retain archive is accessible by end users and administrators through Retain's Web Access Archive Viewer. Retain includes message deletion policies to reduce storage space, and server load on Microsoft Exchange, Microsoft Office 365, or GroupWise systems. Policies

can be set to delete email from the server after being archived, or after exceeding its retention age.

Retain provides real-time monitoring, alerting, and archiving of social media, including Facebook, Twitter, YouTube, LinkedIn, Instagram, Flickr, Vimeo, Pinterest and Google+ posts into one central repository. The entire social media history is captured in its original context, which allows organizations to see message threads, view photos, and watch videos as they originally appeared. Retain provides configurable rules that allow organizations to control the retention period of archived data. The solution gives companies immediate and complete access to all company social media communication data.

Retain includes built-in eDiscovery tools to allow organizations to easily place litigation holds, print, forward, save, redact, strikeout and export message data. Retain exports data to PST, PDF or stand-alone archive viewer formats. The exported file is fully indexed, searchable, and includes a table of contents for quick browsing. Retain's unified archive gives organizations the ability to search, publish and perform eDiscovery from a central location. Retain also provides technology to search, take action and conduct eDiscovery activities across connected datasets not held within the archive repository.

Retain offers a search tool for quick and easy searches. The tool returns search instant results and includes suggestions for searches as search terms are input into the system (e.g. subject, body, text, email address, tags, users, and other fields). It supports limited regular expressions (REGEX) terms, allowing users to search for terms such as social security numbers, credit card and more. The search tool also removes duplicate records from the search, reducing the number of hits for a specific search.

Retain provides flexible access to the archive. Organizations can browse and search the archive via the Retain Web Access Archive Viewer, an email plugin, an offline archive viewer, and the Retain Archive Mobile App.

## **STRENGTHS**

- Micro Focus Retain supports a broad range of messaging platforms.

- Retain provides features for search and eDiscovery, including across multiple outside data sources not held within the archive repository.
- Retain's administrative and compliance interface is easy to use for administrators, human resources, legal personnel, auditors, compliance personnel and other named users.
- Retain archives iOS messaging, through a partnership with CellTrust, without the need to tether or sync the device.
- Retain Social allows organizations to monitor and archive social media. This allows organizations to permit the use of social media in the organization, while maintaining oversight and auditing trails.
- Micro Focus provides a backup and failover solution for the Retain Archive with Reload for Retain, which offers archive failover and disaster recovery for the Retain Archive.

#### **WEAKNESSES**

- Micro Focus Retain archiving is limited to messaging, attachment data and social media, but does not support file archiving.
- Micro Focus Retain does not currently support website archiving or Microsoft SharePoint archiving. However, both are on the roadmap for 2017.
- Micro Focus Retain multi-language localization is currently somewhat more limited than other solutions.

#### **GOOGLE**

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Google is an Internet company well known for its search and online advertising services. **G Suite** is Google's business productivity suite that includes services for email, collaboration, and

productivity. Google was founded in 1998, and is headquartered in Mountain View, California.

## **SOLUTION**

G Suite includes **Google Vault**, its own web-based archiving, information governance, and eDiscovery solution, which works natively within G Suite and is built on the same infrastructure as the G Suite platform.

Currently, Vault supports search, export, retention and legal holds for Gmail, on-the-record Google Talk and Hangouts, Google Drive (including Team Drives) and Google Groups.

Key features of Google Vault include:

- **Archiving & Retention** – Vault provides a single archive where email and chat messages as well as Google Drive files are managed in-place. This includes email messages in Google Groups as well as files in Team Drives. Audit trails provide reports on user activity and actions in the archive. Businesses can define retention policies for email, documents and other supported content.
- **eDiscovery** – search tools enable the finding and retrieval of all email, chat messages, and Google Drive files relevant to a particular case or investigation. Vault includes Google search algorithms for domain wide searches across large amounts of email, documents and other data. Collections of search results can be defined and managed by authorized users. Messages and documents can be exported for further review and processing. Legal holds can be placed on users to prevent the deletion of email, documents and other content.
- **Security** – security features of Vault include encrypted connection to Google’s servers, replicated storage for messages, and built-in disaster recovery and sharing controls.

## **STRENGTHS**

- Google Vault provides a familiar interface for current G Suite users. Google Vault is easily deployed and managed in conjunction with other G Suite services.
- Google Vault enables administrators to apply retention and preservation policies to mail and chat content as well as to Google Drive files . Indefinite retention periods are also supported

within Google Vault. Administrators can also place user accounts and related email, chat data, documents and other content on hold.

- Google Vault provides search and export functionality for email, chats, and documents. Search results can be exported and provided to a third-party.
- Vault offers manage-in-place capabilities by applying retention policies directly to the G Suite data, without the need to move, export, or create a copy of data in a separate location.
- Google Vault is a cloud solution. However, Google Vault supports customers using both Gmail and Microsoft Exchange in a mixed-use environment.
- As part of the G Suite platform, the Google Vault interface is localized into 28 different languages. Vault supports content from many more languages.

#### **WEAKNESSES**

- Google Vault does not currently integrate with all Google services. However, Google is working to address this in future releases.
- Google Vault allows archived data to be accessed by Vault administrators, however, support for end user access to their personal content archive is not available at this time.
- Google Vault does not currently offer website archiving. However, archiving of Google Sites is on the roadmap.
- Google Vault is aimed at G Suite customers. Organizations with more heterogeneous mail or information content environments will need to invest in a complementary archiving solution or look elsewhere for their archiving needs.
- Google Vault is available only as a cloud service. Customers interested in on-premises or hybrid deployments for archiving will need to consider alternative vendors.

## **MICROSOFT**

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Microsoft delivers products and services to businesses and consumers through an extensive product portfolio that includes solutions for office productivity, messaging, collaboration, and more.

## **SOLUTION**

Microsoft offers native archiving functionality within on-premises deployments of Microsoft Exchange Server (i.e. 2010, 2013, 2016), as well as cloud-based archiving through Microsoft Office 365, or Exchange Online Archiving (a cloud-based option for customers that have deployed Microsoft Exchange Server on-premises). All solutions meet SEC Rule 17a-4 requirements.

**Microsoft Exchange Server** and **Microsoft Office 365** – offer native archiving and compliance features, referred to as In-Place Archiving, which include:

- *Personal Archive* – the Personal Archive feature is a specialized mailbox that integrates with a user’s primary mailbox. Users can access the Personal Archive through Microsoft Outlook or Microsoft Outlook Web App. Email messages can be archived manually or automatically based on policies created by administrators.
- *Retention Policies* – retention policies can be defined to dispose of email messages after a defined period of time. Microsoft Exchange Server utilizes retention tags to classify each email message. This process is fully automated.
- *Multi-mailbox Search* – enables searches across a broad range of mailbox items, including: mail, attachments, calendar appointments, tasks, and contacts. Multi-mailbox can search simultaneously across mailboxes, Personal Archives, and recovered items from the web-based console.
- *In-Place Hold* and *Litigation Hold* – In-Place Hold allows users to search and preserve messages matching query parameters. Litigation Hold preserves all mailbox content. Both

protect messages from deletion, modification, and tampering. Messages can be preserved indefinitely or for a specified time period. Administrators can place specific mailboxes on litigation hold during a pending or ongoing legal investigation. The Litigation Hold process is transparent to end users.

- *Importing Historical Data* – historical email data from PSTs can be imported directly into Microsoft Exchange Server.
- *In-Place Discovery* – enables authorized users to perform federated searches across Microsoft SharePoint and SharePoint Online websites, documents, file shares indexed by Microsoft SharePoint, mailbox content in Microsoft Exchange Server, and archived Microsoft Skype for Business content.
- *Archiving third-party data* – Office 365 supports the import and archiving of third-party data from social media platforms (e.g. LinkedIn, Facebook, Twitter, Yammer), Instant Messaging (e.g. Cisco Jabber, GoogleTalk, Yahoo Messenger), document collaboration (e.g. Box, DropBox), SMS/text messaging (e.g. BlackBerry), and vertical industry applications (e.g. Salesforce Chatter, Thomson Reuters, Bloomberg). Customers, however, must work with Microsoft partners to deploy and configure connectors that will extract items from the third-party data source and import into Office 365.

Microsoft also offers **Exchange Online Archiving**, which provides the option of cloud-based archiving for customers that have deployed Microsoft Exchange Server on-premises. Microsoft Exchange Online Archive includes:

- *Retention Policies* – email messages can be automatically moved to the personal archive in a specified number of days and deleted after another span of days.
- *In-Place Hold* and *Litigation Hold* – enables users to delete and edit mailbox items (including email messages, appointments, and tasks) from both their primary mailboxes and archives, while the items are still captured by the hold thus preserving immutability. Administrators can setup legal holds on individual users or across an organization.
- *Instant Messaging Archiving* – Microsoft Exchange Online Archive can archive on-premises Microsoft Skype for Business content. IM conversations can be stored in a user's mailbox and then sent to their personal archive.



- *Access to the Service* – users and administrators can access Microsoft Exchange Online Archiving from the Microsoft Outlook email client, or online through Microsoft Outlook Web App.
- *Customization* – Microsoft Exchange Online Archiving comes with a number of customized reports to establish an audit trail of any inquiry.
- *Service Level Agreements* – Microsoft guarantees 99.9% scheduled uptime.

#### **STRENGTHS**

- Archiving comes as a native feature of Microsoft Exchange Server (2010, 2013 and 2016) and Microsoft Office 365, which streamlines integration between the archiving platform, content, and user access.
- Microsoft archiving is available as an on-premises solution, cloud service, or a hybrid solution (for instance customers of on-premises Exchange can deploy Microsoft Online Archiving for cloud based archiving).
- Microsoft's on-premises Exchange Server archiving and cloud-based Microsoft Online Archiving, both support archival of Microsoft SharePoint and Microsoft Skype for Business content.
- The tight integration between the new In-Place Holds and In-Place Discovery features allows users to simultaneously search and place holds on content within the same interface and query.
- For basic eDiscovery, Microsoft Exchange Server's legal hold feature prevents emails from being deleted or edited during an internal or external investigation. The length of time for a litigation hold can also be specified.

#### **WEAKNESSES**

- For on-premises deployments, Microsoft Exchange Server does not offer single instance storage (i.e. de-duplication), instead it keeps multiple copies of email messages and attachments. This requires an increase in storage capacity and can affect Microsoft Exchange

Server's backup and restore capabilities.

- Microsoft archiving is highly Microsoft-centric and does not provide support for non-Microsoft email platforms.
- Microsoft has added support for archiving of third-party content data in Office 365, however, this is not provided through native connectors but rather must be handled through third-party Microsoft partners.
- Archive access is provided through Outlook and Outlook Web App but not through mobile apps.

**THE RADICATI GROUP, INC.**  
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The Radicati Group, Inc. is a leading Market Research Firm specializing in emerging IT technologies. The company provides detailed market size, installed base and forecast information on a worldwide basis, as well as detailed country breakouts, in all areas of:

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Title	To Be Released	Price*
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