Retain Cloud Archiving

Retain Cloud archiving provides multi-platform unified message archiving of all email, GroupWise instant messaging, and mobile communication data for case assessment, search, and eDiscovery in the cloud.

Reduce Costs, Manage Complexity, Mitigate Risk

Multi-Platform Unified Archiving: The OpenText™ Retain Cloud archive is accessible by end users and administrators directly through the Web Access Archive Viewer. This enables your organization to quickly access, search, and audit archived communication data. Easily place litigation holds, print, forward, save, redact, and export your message data. Retain Cloud archiving reduces cost, mitigates risk, and manages complexity in the cloud.

Leverage cloud services to reduce maintenance, reduce hardware costs, and free up resources to work on strategic business initiatives.

Five Unique Features of Retain Cloud Archiving

1. Retain provides customers a private cloud within our data centers, through our Cloud Providers, or Public Cloud Infrastructure. These options are available globally to meet geographic specific standards and requirements for data storage.

2. The Retain archive can be accessed, browsed, and searched directly within the end-user's email client, the Retain mobile app, through a browser-based web access client, through the Offline Archive Viewer. Additionally, archived data can be exported to a portable stand-alone archive viewer.

3. Retain Cloud archiving offers enhanced granular archiving by taking advantage of the Microsoft Recoverable Items Folder and is not just limited to journaling.

4. eDiscovery and case management is built in and is not an add-on or additional cost.

5. Built-in smart, confidential, and rule-based tagging allows for custom, searchable message tagging from within the archive.

Features of the Cloud

Comprehensive Data Protection: OpenText's secure and redundant data centers keep your messages fully protected and backed up, removing the risk of loss due to onsite server failure.

Implementation: Be it a new system, migratory or multi-tenant, OpenText will walk you through the entire implementation process from beginning to end.

Data Center: OpenText data centers meet or exceed national standards for cloud infrastructures. We offer 99.99% uptime guaranteed. OpenText data centers feature the following:

- SAS 70 Type II certification
- HIPAA compliance
- Multiple redundant centers for immediate failover
- Constant monitoring and strong security
- Anytime support and maintenance

Private Data Storage: Your data is never stored with other organizations' data, ensuring no one gains access to private information. The archive includes mirrored SANs for redundant protection.

Archiving Email and More in the Cloud

Retain Cloud archives Office 365, Exchange, Gmail, and GroupWise, along with social media and mobile communication data for case assessment, search, and eDiscovery in the cloud.

Email

- OpenText GroupWise
- Microsoft Exchange
- Microsoft Office 365
- Gmail
- Bloomberg Professional

Mobile

- Android
- iOS
- BlackBerry
- BBM & BBM Enterprise

Worry-free Deployment: Archive electronic communication without worrying about disk-space. Eliminate storage quota headaches by archiving all of your electronic communication and with powerful search technology, you can quickly and easily recover messages.

Zero Limitations: Unlimited hardware, data storage, and processing power all on-demand

Ongoing Support and Upgrades: Stay worry free with anytime support, ongoing upgrades, and maintenance

Disaster Prevention: OpenText data centers meet or exceed standards for disaster prevention and redundancy roll-over access including the following features:

- Zone 4 earthquake standards
- Climate-controlled filtered air
- Under flooring power and cable distribution
- Multiple fiber-optic network providers
- Fire suppression (double interlocked, preaction, dry pipe)
- Class A data centers

Features of Retain Cloud Archiving

Multi-platform Unified Archiving: All messaging data, including email and mobile, is archived into one unified data archive. This gives you the ability to search, publish, and perform eDiscovery from one central location.

Mixed-environment Unified Archiving: Retain Cloud archiving provides simultaneous support of a mixed messaging platform environment. View your Exchange, Office 365, Gmail, GroupWise, and mobile data from one central archive.

Policy-based Unified Archiving: Retain Cloud archiving provides fully configurable policies that allow you to define the specific email, mobile, and data you want to archive. These policies allow you to define what is archived based

on mailbox type, message source, item type, message status, the age of the message, and attachments. You can also filter by folder and attachment type. In addition, Cloud archiving has the ability to implement retention policies for all archived data.

Flexible Archive Access: The Retain archive can be browsed and searched directly from multiple access points: the end-user email client, the Retain mobile app, the browser-based web access client, and the Offline Archive Viewer. Plus, archived data can be exported to a portable stand-alone archive viewer.

Supported Email Platforms: Retain Cloud supports archiving Exchange 2007 SP3, 2010 SP2 or higher, and 2013; Office 365 Plans E1–E4; Gmail with G Suite Basic, Business, Enterprise, and Education; IBM Notes; Bloomberg Professional; and GroupWise 7.0.3 HP1 or above, GroupWise 8, GroupWise 2012, and GroupWise 2014 and above.
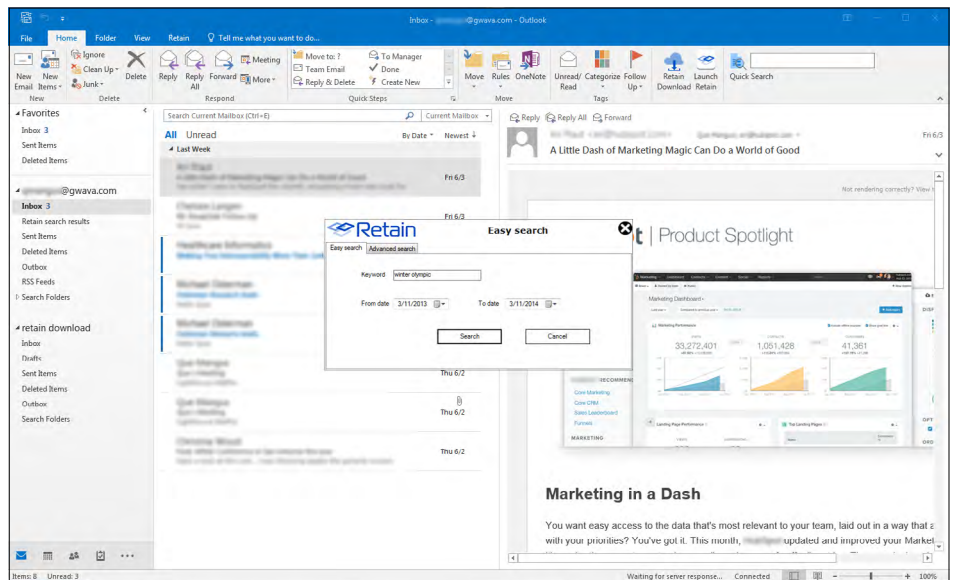
Intelligent Archiving: Retain Cloud archiving offers intelligent, granular archiving by taking

advantage of the Microsoft Recoverable Items Folder or by using EWS impersonation. Archiving is not limited to journaling. Retain can also archive via journaling if required.

Email Plugin: Archived messages can be accessed and searched directly from within Outlook, Web Access, and GroupWise. Retain provides the ability to cache archived data based on specified criteria for offline access.

Message Deletion: Retain Cloud archiving includes message deletion policies to reduce storage space, and server load on your Exchange, Office 365, or GroupWise system. Policies can be set to delete email from the server after being archived in Retain or after exceeding its retention age.

Platform-agnostic Archive: Retain Cloud archiving stores messaging data in a platform agnostic format, meaning no matter what email system you are running—even mixed environments—archiving with Retain Cloud will support it. This also makes email system migrations easy.

Platform Migration: Archive all of your current messaging data to Retain, implement the new messaging system, and then connect Retain to your new system. All data will be accessible without downtime or end-user disruption in service.

Mobile Communication Management: Retain Cloud archiving for Mobile archives encrypted SMS/Text messages and dedicated business phone number electronic communication data for iOS and Android, as well as SMS/MMS and phone call logs for Android and BBM, PIN, SMS/MMS and phone call logs for BlackBerry devices. This means there is no need to tether or sync the device and archiving is done in real time. Retain Cloud archiving is the only enterprise-ready archiving solution for iOS, Android and BlackBerry devices.

Single Sign-On: Retain Cloud archiving provides single sign-on for users to access their archives, whether using Outlook, Web Access, or GroupWise.

SMTP and Secure FTP Forwarding: SMTP and Secure FTP forwarding of all messages is available based on the individual organization's needs.

eDiscovery, Access, Browse, Search, and Export
Built-in eDiscovery: Retain's eDiscovery tools allow organizations to easily place litigation holds, print, forward, save, redact, strikeout, and export message data.

Complete Export Functionality: Export the data easily into either PST, PDF, or stand-alone archive viewer formats. The exported file is fully indexed, searchable, and includes a table of contents for quick browsing.

Compliance and Control: GroupWise, Gmail, Exchange, and Office 365 programs allow auto-purge and automatic deletion of messages by the end-user, without prior approval by an administrator. To assure that no

messages are deleted or purged without the knowledge of decision makers, Retain can be configured to disable auto-purge and supports SmartPurge. This provides total archive policy control by prohibiting message alteration or deletion. These features help ensure archived data is complete and compliant.

Web Access Archive Viewer: Retain Cloud archiving offers an easy-to-use browser-based interface with powerful search tools that let you quickly access, search, and perform eDiscovery.

Offline Archive Viewer: Users can browse and search the Retain archive without access to the web, with the Offline Archive Viewer.

Built-in Search and Browsing of Archived Data: Retain features a "Google" like search tool for quick and easy searches across all electronic communication data within one central archive. This removes the need to search multiple archives or vendor systems for each message type. The tool returns instant results as a user types in information and includes suggestions for searches as the search terms are entered into the system (including subject, body, text, email address, tags, users, and other fields). The tool also supports limited regular expressions (REGEX) terms, allowing searches for terms such as social security numbers, credit card, and others. Furthermore, the search tool removes duplicate records from the search, reducing the number of hits for a specific search. Retain also provides Advanced Search Feature technology to search and take action and conduct eDiscovery activities across connected datasets not held within the archive repository. The search wizard allows for the creation of exact search criteria.

Redaction Control: Exported data can be redacted, ensuring that personal information, or other redacted items do not become part of the open records request.

Litigation Hold: To protect email that may potentially be involved in future litigation, Retain Cloud archiving can flag an archived item to protect it from deletion or actions until the hold is removed.

Message Tagging: Administrators and end users can create custom tags for messages within the archive. Auditors, administrators, and other authorized users can mark archived messages as confidential. These marked messages can only be viewed or searched by users with granted rights. And messages can be marked as confidential or tagged while being archived according to set criteria, including regular expressions. These tags are searchable for easier eDiscovery.

Configurable Permissions: The Access Control List manages access for users, administrators, or others to the features and functionalities of the Retain system by granting customizable role-based permissions.

End-User Mailbox Management: Easily search and restore data with the Retain Cloud archiving Web Access Archive Viewer. Give end users the ability to search, forward, print, restore, access, and view messages in their original context without administrator support.

Fast and Easy Retrieval: Retain Cloud archiving contains a built-in Lucene indexing engine or the Cloud archiving High Performance Indexing Engine (for larger deployments).

Storage and Reporting
Single-Instance Storage: Retain Cloud archiving stores only one copy of a message and attachment. This is critical functionality as Exchange 2010, 2013, and Office 365 do not support single instance storage thus driving up your storage costs exponentially.

Third-Party API: Allows for third party external integration within Retain. Information can be ingested into the archive while maintaining data fidelity.

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"Retain's single instance technology was an immediate attraction. Retain has centralized all email retention and the built-in single instance technology allows a far greater amount of data to be stored."

ROB ELLNER
Network Manager
Historic Royal Palaces

Connect with Us

Increased System Performance: Retain Cloud archiving ensures optimal performance of the messaging system by securely archiving messaging data. This keeps storage on the messaging server to a minimum.

System Statistics and Reporting: Monitor system performance. Reports can be viewed within a dashboard, emailed periodically, or generated and saved in multiple formats including CSV, Excel, HTML, and PDF.

Learn more at
www.opentext.com

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