Retain for Gmail

OpenText Retain Unified Archiving provides enterprise-level archiving for Gmail on-premises or in the cloud. Retain securely archives all Gmail messages, Gmail notes, files, attachments, appointments, and calendar items (iCalendar only). This data is archived in one central location, which can be accessed by end users and administrators directly through Retain's Web Access Archive Viewer.

Product Highlights

The Retain archive includes powerful tools to enable your organization to quickly access, search, and audit archived communication data. Easily place litigation holds, print, forward, save, redact, and export your message data.

Unlike other solutions, Retain integrates directly with Gmail. In fact, the 2014 Gartner Magic Quadrant for Enterprise Information Archiving states "Retain is one of the few archiving solutions that offers native Gmail archiving support."

Key Features

Environment Options
Supported G Suite Plans: Retain supports Gmail archiving for G Suite Basic, Business, Enterprise and Education.

Unified Archiving: All messaging data, including Gmail messages, Gmail notes, files, attachments, appointments, and calendar items (iCalendar only), is archived into one unified data archive. This gives you the ability to search, publish and perform eDiscovery from one central location.

Gmail Archiving: Retain authenticates to the G Suite server through an IMAP connection. Once Retain is configured, it runs an initial dredge, which pulls all messages for a specified time frame (or all messages) for each mailbox and then archives those messages. Retain flags the last archive so that each subsequent

archive only pulls new messages from the last time an archive "job" was completed.

Policy-Based Unified Archiving: Retain provides fully configurable policies that enable you to define the email messaging 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, Retain has the ability to implement retention policies for all archived data.

Worry-Free Deployment: Whether you choose an on-premises or OpenText cloud solution, we will walk you through the entire implementation process from beginning to end.

Flexible Archive Access: The Retain Archive can be browsed and searched directly from multiple access points, including 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.

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

Retain Unified Archiving

In addition to Gmail archiving, Retain provides unified archiving of all business communication, including email, mobile communication data for case assessment, search, and eDiscovery. It can be deployed on-premises or in the cloud. This includes email archiving for Microsoft Exchange, Office 365, IBM Notes, Bloomberg, and OpenText GroupWise platforms. Retain Mobile archives mobile device communication data for Android, BlackBerry, and iOS, including SMS/text messages, BBM Messages, BBM Enterprise, phone call logs, and PIN Messages.

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.

On-Premises or Cloud Unified Archive: Choose how your data is stored. Archived data can be stored on-premises behind your organizational firewall or in the OpenText cloud.

Single Sign-On: Retain provides single sign-on for users to access their archives whether using the GroupWise Client or WebAcess.

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.

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.

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

Email Message Restore: Retain allows for quick and seamless email message restore. End users can restore their personal archived

messages directly to their live mailbox. Administrators and other named users have the ability to restore email messages to any mailbox.

Compliance and Control: Google Vault lacks critical capabilities that can put your organization at risk for data loss and compliance violations. Retain solves this by giving you an archive that is platform agnostic, allowing for archive policy control, supporting export to PDF, allowing archived messages to be restored to the mailbox, providing redaction on exported messages, and prohibiting message alteration or deletion. Plus, you maintain complete control of your data. This helps to ensure your data archive is complete and compliant.

Complete Data Control: Whether your data is archived on-premises or in the cloud, you maintain control of your data, you will always know where your data is stored and only your named users have access to the data. When you need to access or export the data, you can do so easily and quickly.

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 conducts eDiscovery activities across connected datasets not held within the archive repository. The search wizard allows for the creation of exact search criteria.

Smart, Confidential, and Rule-Based 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.
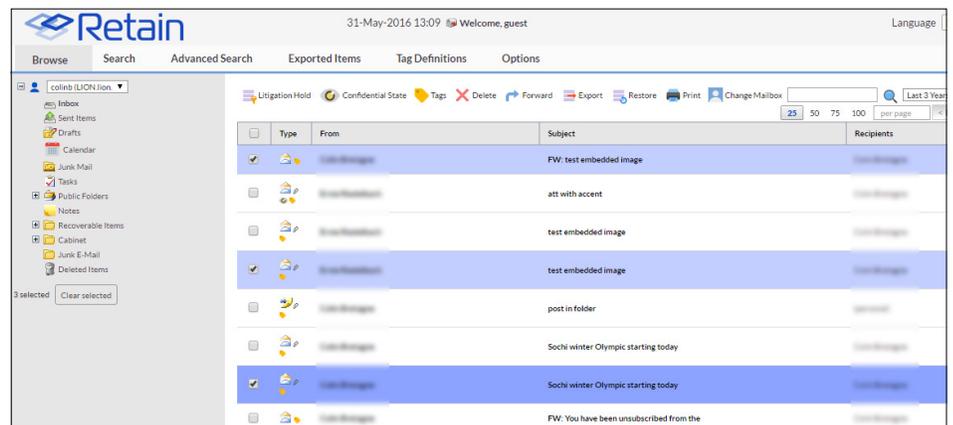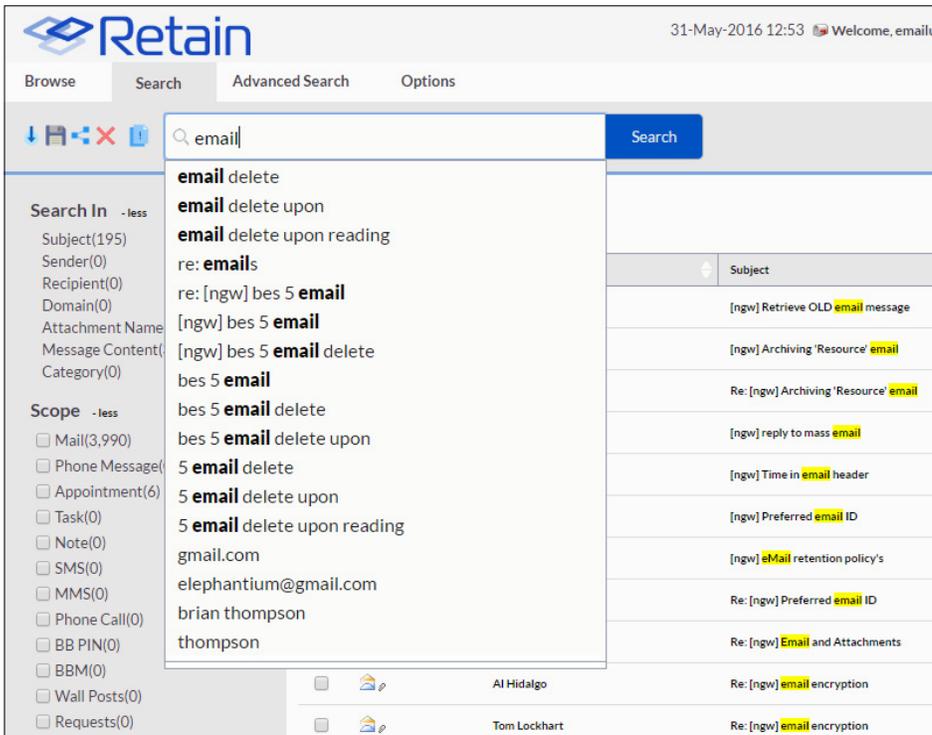
End-User Mailbox Management: Easily search and restore data with the Retain Web Access Archive Viewer. End-users have the ability to search, forward, print, restore, access, and view messages in their original context without administrator support.

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

Retain High Performance Indexing Engine: Retain features the High Performance Indexing Engine to ensure fast and easy data retrieval. All messages archived in Retain are immediately available for access, search, and eDiscovery. There is near zero latency between the time a message is archived and when it is indexed and available to be searched. The

High Performance Indexing Engine is a clusterable, high-performance index that has the ability to support an unlimited amount of search requests. The external engine is available in a load balancing format for increased performance, or in a failover format for redundancy. The engine can be used in the load balancing or failover format, or both, depending on an organization's needs.

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

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 can flag an archived item to protect it from deletion or actions until the hold is removed.

Audit Trail: Retain creates a searchable audit trail of all administrators and users who have permission to search the archive, enabling you to have a record of all activity.

Storage and Reporting

Secure Storage: Retain archives messaging data with multiple layers of security whether deployed on-premises or in the cloud. Retain supports multiple databases, including MS SQL, MySQL, Postgres, and Oracle. In addition to secure storage, with messages being archived using AES encryption, EMC Centera, or NetApp Snaplock storage, optional Windows server or Linux server encrypted partitions can be used. Plus Retain features native support for iCAS technology. And, when deployed in the cloud, the OpenText Cloud features redundant and secure data centers, keeping your data safe and secure.

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

Single-Instance Storage: Retain archives only one copy of a message and attachment. This is critical functionality as Office 365 does not support single instance storage thus driving up your storage costs exponentially.

Ongoing Storage Support and Upgrades: Worry-free with 24x7 support, ongoing upgrades, and maintenance.

Increased System Performance: Retain increases the performance of the messaging system by enabling archived messages to be deleted from your email system and reducing data storage needs.

"GWAVA (now part of OpenText) is one of the few vendors that offers native Gmail archiving support, and not through SMTP."

ALAN DAYLEY, GARTH LANDERS, ANTHONY KROS, JIE ZHANG
Gartner Analysts
Gartner Magic Quadrant for Enterprise Information Archiving 2014

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