

The Six Key Drivers for Archiving

Why should I archive my business communication? It is a question we are asked constantly—and a very important question to ask.

There are six key reasons based on several factors. Whether the organization operates within an industry that is highly regulated or not, the overall legal risks an organization may face, the overall level of risk that senior decision makers are willing to accept, or the willingness of IT to implement user-focused capabilities for recovering electronic communication and data make archiving business communications essential.

These six key drivers for organizations will help provide guidelines for you and your organization to consider when looking for an archiving solution:

Six Reasons to Archive:

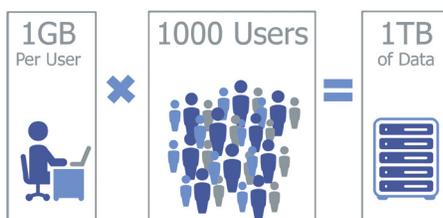
1. Litigation
2. Regulatory compliance
3. Storage management
4. Archiving is more than email
5. Knowledge management
6. End user and IT productivity

1. Litigation. The top driver to implement an email archiving solution is avoiding the potential risk of litigation. There are three basic litigation-related drivers:

- **Early Case Assessment:** This process gives legal teams an opportunity to conduct a review of their data and any electronic communication to determine the risk they could face in either defending themselves or prosecuting a case. This enables legal to determine if the case might be successful or not.
- **Legal Holds:** Legal, or litigation holds, involve retaining or placing a restricted hold on all relevant content when decision makers reasonably believe that litigation might be forthcoming, even if no formal legal action has yet occurred.
- **eDiscovery:** Electronic discovery is the formal process of searching for, extracting, producing, and reviewing relevant information from email, mobile devices, or other data stores. Failure to do so results in fines, sanctions, and a potential loss of the case.

2. Regulatory Compliance. At minimum, all organizations are required to comply with the Federal Rules of Civil Procedure that require organizations to preserve and produce business records. Some industries face strict and sometimes onerous regulations.

3. Storage Management. The need for live data storage grows every day, and with the lack of single-instance storage, data can grow exponentially. An important consideration of archiving is the functional benefit of reducing storage on “live” servers. For example, if an organization allows each user to have a 1 gigabyte mailbox and each email server supports 1,000 users, that means that each email server will potentially need to store 1 terabyte of mailbox data.



The OpenText™ Solution

OpenText™ Retain Unified Archiving by OpenText provides multi-platform unified message archiving of all email, and mobile communication data for case assessment, search, and eDiscovery and can be deployed on-premises or in the cloud.

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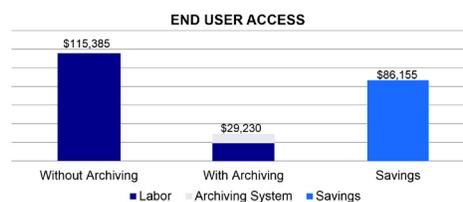
[OpenText CEO Mark Barrenechea's blog](#)



4. Archiving Means More Than Just Email. Email systems are the primary starting point for archiving. However, email systems are actually not the most common location of electronic content in most organizations. Text messages, in addition to any other repository of electronic communication, are considered discoverable content and must be stored.

5. Knowledge Management. An email system contains a record of communications with customers, prospects, business partners, and others. It contains records of appointments, contacts, and tasks generated by each user. It also contains a record of an organization's "digital heritage." It must preserve in a way that can be indexed, searched, accessed, and exported for future use.

6. End User and IT Productivity. Archiving improves the productivity of both the end users and the IT department. In many organizations, employees who misplace or delete emails and other content must submit a request to the IT department, which can take hours or several days to restore.



However, organizations that give their users access to archived content can enable them to recover their own missing, deleted, or older email without having to involve the IT department. This takes the burden off IT and reduces costs significantly.

Does Your Archiving Solution Meet the Expectations of These Key Drivers?

Here are some important questions you should ask about your archiving software:

- Does your archiving system have an easy case assessment ability for the legal department to quickly assess the viability of a case?
- Does your system have the ability to place legal holds ranging from a single email to multiple email accounts?
- What eDiscovery tools are built into the system?
- Does your archiving system meet regulatory compliance laws, and if so, how does the system comply with those laws?
- Does your system support single instance storage? What are the average per-seat volumes of storage, per organization, that your system supports?
- What forms of electronic data does your archiving solution support? Is it accessible from anywhere? Can you search the entire archive and see the entire message string in context?
- What type of end user tools do you provide within the user interface? How do you restore, search, access, and export the data?