Third-Party Archiving Solutions Are Still Needed in Exchange 2013 Environments

An Osterman Research Executive Brief

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EXECUTIVE SUMMARY

The native archiving capabilities in Microsoft Exchange 2013 are useful and represent a reasonable evolution of the archiving features and functions that were initially offered in Exchange 2010. These capabilities include good eDiscovery capabilities, a faster search capability enabled by FAST (Fast Search & Transfer), improved capabilities around legal holds, and better support for accessing archives through Outlook Web App (OWA).

However, native archiving in Exchange is missing some capabilities that many organizations will require, such as support for mobile device users or users of the Mac. Moreover, the elimination of single-instance storage beginning with Exchange 2010 can create excessive storage growth, while the lack of sophisticated highlighting or tagging tools may limit the appeal of Exchange archiving for eDiscovery.

Further, the lack of role-based search (i.e., searches based on user roles instead of names) and lack of support for all of the data types an organization might need to process may limit the appeal of the archiving capabilities built into Exchange. The lack of supervision/surveillance tools limits the effectiveness of native Exchange archiving as a compliance solution.

As a result, Osterman Research believes that the majority of Exchange-enabled organizations will require the use of third party archiving tools to provide additional functionality not available with native Exchange archiving.

ABOUT THIS EXECUTIVE BRIEF

This executive brief provides an overview of the native archiving capabilities in Exchange, and it discusses why third-party archiving solutions will continue to be necessary. It also offers an overview of Jatheon, the sponsor of this document, and its archiving solutions.

ARCHIVING ENHANCEMENTS IN EXCHANGE 2013

Microsoft has improved upon many of the native archiving features it offered initially in Exchange 2010. Among these improvements are:
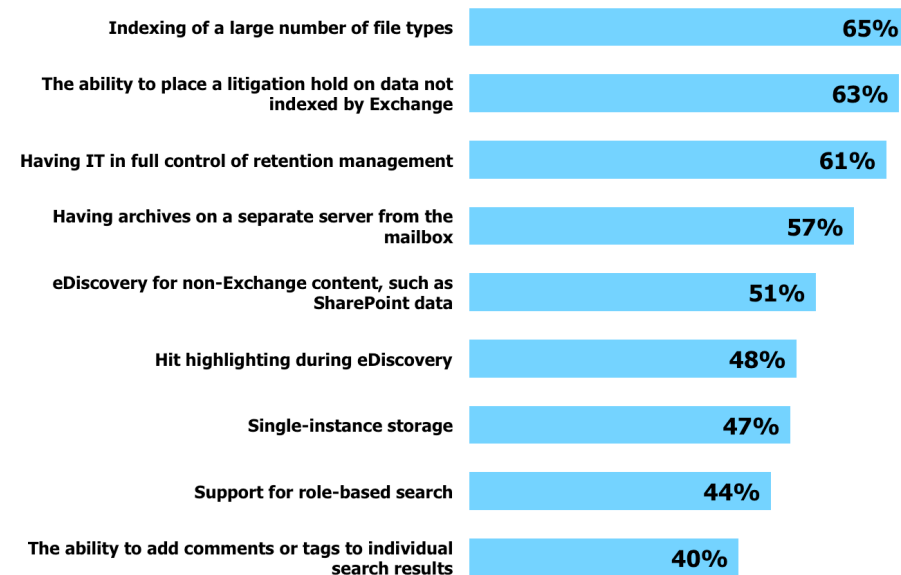
- eDiscovery is now more efficient by eliminating the need to copy searches into a specific mailbox intended to store the results of these searches and then to a .PST file. Now, the results of an eDiscovery search can be viewed directly and then exported to a .PST file if desired.

- Exchange 2013 now uses the Fast Search and Transfer (FAST) search capability that Microsoft acquired in 2008 instead of the Exchange content indexing capability used in Exchange 2010. This has significantly improved the performance of searches in Exchange.

- The ability to perform legal holds on email has been improved. In Exchange 2010, messages that were placed on legal hold were copied to a separate repository; in Exchange 2013, these items can be held in-place.

- Outlook Web App (OWA), formerly known as Outlook Web Access up until Exchange 2010, can now search users' primary and archive mailboxes.

Despite these improvements, there are some areas in which third-party archiving solutions offer important improvements over these native capabilities, as well as features not available in Exchange 2013.

THE IMPORTANCE OF THIRD-PARTY ARCHIVING SOLUTIONS

Exchange-enabled organizations have a substantial "wish list" of archiving features and functions that they consider to be important or extremely important, as shown in the following figure. However, as discussed below, the native archiving capabilities in Exchange cannot satisfy all of these requirements as completely as some decision makers might like.

Figure 1
Importance of Various Archiving-Related Capabilities
% Responding Important or Extremely Important

Capability	%
Indexing of a large number of file types	65%
The ability to place a litigation hold on data not indexed by Exchange	63%
Having IT in full control of retention management	61%
Having archives on a separate server from the mailbox	57%
eDiscovery for non-Exchange content, such as SharePoint data	51%
Hit highlighting during eDiscovery	48%
Single-instance storage	47%
Support for role-based search	44%
The ability to add comments or tags to individual search results	40%

Source: Osterman Research, Inc.

STORAGE CONCERNS

One of the problems with Exchange from the perspective of many in IT is that single-instance storage (SIS)[1] was eliminated in Exchange 2010 and remains missing in Exchange 2013. There are some good reasons for Microsoft to have eliminated SIS, such as improving the performance of Exchange servers because of falling storage prices. However, the use of SIS is an important benefit available with many third-party archiving solutions and one that many IT administrators still find beneficial. Not only are storage requirements in Exchange significantly greater without SIS, but Database Availability Groups further complicate the storage problem when used for high availability.

In the absence of SIS, migrating personal folders (.PSTs) to Exchange can increase storage overhead. This data is replicated inside the Database Availability Group and requires significant amounts of storage for what is largely redundant data. Also, as .PSTs are migrated into the In-Place Archive, users lose the capability to access that data offline. This data would need to be connected to Exchange in order to access the data after migration.

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[1] The ability to maintain a single copy of content even though multiple users or system share that data. The goal of SIS is to improve system efficiency by deduplicating multiple copies of the same data.

Organizations considering a migration to Exchange 2013 should carefully design the new Exchange 2013 architecture with respect to per mailbox storage capacity and its overall impact on backup and recovery, as well as total storage cost. Most organizations will require third-party solutions in order to manage total storage capacity with a centralized email archive for cost-effective long-term retention of email information, including SIS.

It is important to note that the archiving functionality in Exchange 2010 and 2013, while offering a number of useful features, does not reduce the load on Exchange servers because content is not moved to a separate archive system. This eliminates an important advantage that is offered with some third-party archiving solutions. As a result, the Exchange infrastructure must support email for its entire lifecycle, including email for all current and ex-employees and email that is held on legal hold.

eDISCOVERY AND RELATED CONCERNS

The eDiscovery capabilities built into Exchange 2013 provide some important and useful capabilities, although these capabilities are not likely to satisfy some of the more sophisticated requirements that some organizations might require. For example, Exchange 2013 provides for basic search of mailbox contents, but there is no "hit-highlighting" of the search results that are returned. Consequently, a review of hundreds or thousands of items becomes more difficult when the reviewer must read each item without the aid of hit-highlights.

Although Exchange 2013 offers the ability to place a hold on the contents of an entire mailbox or a query-based search, a litigation hold can be applied only to data that has been indexed by Exchange. Since Exchange indexes fewer file types than many third party solutions, that latter may still be required in order to manage file types that Exchange does not support. Some eDiscovery capabilities built into third party solutions are not supported by Exchange 2013, such as results analysis and tagging and role-based search.

The search and review workflow process itself can be more cumbersome and complex in Exchange than it is in many third party solutions. The Exchange multi-mailbox search is more suited for basic search and exporting the search results to a third-party eDiscovery solution for detailed legal review and analysis.

Moreover, Exchange 2010 and 2013 support eDiscovery only for Exchange Server mailbox content. For the discovery of documents and content within Microsoft SharePoint, Lync and Windows-based File Shares, SharePoint 2013 eDiscovery Center is needed, although it works only with the 2013 versions of Exchange and SharePoint. This might complicate and increase the cost of eDiscovery and other litigation support functions in some cases, so many organizations will likely opt for a single archiving solution that enables policy management and search from a single interface to improve overall efficiency of the eDiscovery process.

RETENTION CONCERNS

Exchange In-Place Archives is a separate mailbox accessed by users in Outlook or the Outlook Web App. The mailbox contents in the In-Place Archives remain on the Exchange Server permanently, thereby increasing the total storage load on Exchange Server and impacting Exchange Server recovery time in the case that a restore is needed. When considering the need to retain email on legal hold and email for ex-employees, sometimes for many years, the impact of this on Exchange can be considerable.

Moreover, users are primarily in charge of their own retention management other than for mailboxes that are on legal hold. This might result in the deletion of content from an Exchange mailbox. Because many third-party solutions offer more robust controls over content retention, these might be a better choice in some situations.

SEARCH CONCERNS

Because Exchange does not support role-based search, the multi-mailbox search commands access to all mailboxes cannot be tailored to specific groups or departments. This limits the ability to manage legal discovery securely with multiple individuals – a common requirement for most organizations.

RECOMMENDATIONS

ESTABLISHED DETAILED AND THOROUGH RETENTION AND DELETION POLICIES

Every organization – regardless of its size, the industry it serves or the archiving solution on which it eventually settles – should implement policies that are designed to help it retain important content in email and other electronic data stores. Our research has found that many organizations do not have email retention policies or that have policies that are not well defined. This is in part because some decision makers view business records in email improperly. For example, an Osterman Research survey found that senior managers in roughly one in five organizations view email content as "transitory" and not necessary to retain for long periods. Nearly 50% view records in email as important, but subject to retention only at the discretion of their employees. The remainder holds the correct view (at least in our opinion) that records in email are important and should be managed by IT according to corporate policies.

UNDERSTAND WHAT EXCHANGE 2013 ARCHIVING CAN AND CANNOT DO

We also recommend that those responsible for legal discovery, regulatory compliance and other archiving-centric tasks perform due diligence on the native archiving capabilities in Exchange. Just in the context of eDiscovery, for example, decision makers should evaluate the extent to which they will require simple vs. advanced search capabilities, review and culling, saving search results, and exporting search results. If an organization will require features like hit highlighting, role-based review or other more sophisticated eDiscovery features, they should seriously consider the use of third party archiving and other eDiscovery management solutions. The same applies to archiving's role for regulatory compliance or storage management – understand how Exchange archiving compares to third party capabilities.

Moreover, decision makers should carefully evaluate Exchange 2013's architecture with respect to per mailbox storage capacity and its impact on backup, recovery and total storage costs. Most will need third-party solutions to manage total storage capacity in Exchange with a centralized email archive for cost-effective long-term retention of email information, including SIS.

EVALUATE APPROPRIATE THIRD-PARTY ARCHIVING SOLUTIONS

Finally, it is essential that all decision makers consider the wide range of third party archiving solutions available for use in Exchange environments. The goal of such an exercise is simply to match an organization's current and long-term archiving requirements with the solution best suited to satisfy them. Decision makers may find that the native archiving capabilities available with Exchange might fit the bill, but most will find a third party solution better suited to their needs.

OTHER CONSIDERATIONS

There are a few other questions and issues to consider in the context of deciding whether or not the native archiving capabilities in Exchange will be sufficient or if a third party archiving solution will be necessary:

- Migrating content to a new archive – e.g., moving data from an Exchange archive to a third party archive – should be considered carefully. Should all data

be migrated to the new archive or just more recent data? Opting for the latter reduces the risk of data corruption and a faster migration project, but it results in the maintenance of multiple archives and potentially higher costs when searching across multiple archives.

The bottom line is that the benefit of a "rip-and-replace" approach to archiving migration is that a single archive can be established that will offer more efficient searches for eDiscovery, compliance with regulatory audits and the like. The downside is the potential high cost for doing so and the risk to the migrated data.

- The future of archiving will be in advanced analytics and business intelligence. In other words, archived data will be searched and analyzed, often in real time, to extract useful information and insights for a wide range of business and technical applications. Archiving solutions should be planned with these capabilities in mind, particularly in the context of using vendors that have this vision for the future of archiving.

- Consider the potential for "blind subpoenas" when using cloud-based providers. Such a subpoena, as might be issued via a National Security Letter from the US government, can require a cloud provider to turn over archived or other data on individuals or business to the FBI or some other government agency. These subpoenas sometimes include a gag order that prevents the cloud provider from informing their affected customers that data has been requested. This is by no means a criticism of cloud providers or the notion of archiving data in the cloud, since providers simply have no practical choice in these matters.

In light of the reality of blind subpoenas, there are a couple of things that customers of cloud archiving providers can do. First, data can be encrypted and the keys held only by the customer so that government agencies requesting data will need to inform these customers of their request for information. While a government agency could opt to break the encryption, this is by no means a common occurrence. Second, customers can request of their providers what some call the "canary" approach: namely, request that their provider send a daily or more frequent communication indicating that their data has not be subpoenaed. When the communications stop, the customer knows that their data has been requested.

ABOUT JATHEON

Jatheon offers an all-in one comprehensive, cost effective, and easy to deploy archiving appliance that enables companies to not only easily meet compliance regulations, but increase their productivity and efficiency by simplifying archiving, indexing, retrieval and dynamic monitoring of corporate email and their attachments, social media and messaging data.

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An on-premise solution scalable to fit the needs of organizations of all sizes, the Jatheon solutions maximizes storage capacity and security while making email, data, and attachments easily searchable while ensuring compliancy. Every solution includes three key components:

- **cCore Hardware**
  Enterprise-grade Scalability Providing the sought-after security and control of an on-premises solution, Jatheon cCore is the first enterprise grade scalable appliance for organizations of all sizes.

- **ergo Software**
  Capitalizing on the high quality of the hardware, ergo smartly optimizes the

technology advantage, translating it into both, unmatched speed and essential integrity of data processing and archival storage. Ergo's sophisticated search and custom policy capabilities operate beneath the surface of an easy-to-use, intuitive interface that allows effortless archiving and email management.

- **The Jatheon Guarantee**
  cCore and ergo are backed by Jatheon's best-in-class pro-active 24×7 monitoring and technical support plan that further ensures worry-free performance and follows Jatheon's customer-centered service philosophy. Combined with a free-of-charge hardware replacement every 4 years, The Jatheon Guarantee keeps you and your business year after year firmly ahead of the email archiving technology curve.

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