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## Compliance Based Email Archival Automation

Provides email archival-based compliance/governance automation

### Business Challenges

It is estimated that 80% of all business decisions are now made via email. The explosive and exponential growth of electronic documents, such as email, as well as the subsequent changes in regulations to include electronic documents as official “records” has forced organisations to re-evaluate their records management policies and procedures. High profile corporate governance cases and unprecedented fines and legal damages associated with the (mis) management of email in particular, highlight the potential risks associated with electronic records. Most companies have a records management policy. The problem is that their actual practice does not reflect their policy. Record policies must be enforced—systematically and non-selectively.

The risks to organisations go well beyond the immediate costs of non-compliance to operational effectiveness. Given the complexity of organisations today, with their varied data sources, storage locations and types; ranging from spreadsheets, PowerPoint presentations, Word documents, emails, instant messages to faxes, voice mails and scanned documents; many executives are unable to certify with complete confidence that policies are being adhered to throughout their organisation.

### Our Solution Offerings

Our solution offering is based on Sun compliance and content management solution. This solution is based on a layered approach. It has four layers hence it's able to scale as per the corporate business growth and governance requirements.

- **Content layer**

Allows capture of message records on platforms from most applications, e.g. email from platforms such as MSExchange, Lotus Notes and JES messaging systems as well as various file types like MS office, StarOffice, Adobe PDF, PowerPoint and SAP etc.

- **Archive layer**

Archive layer is for indexing and compressing of the various objects imported into the archive server from the capture layer.

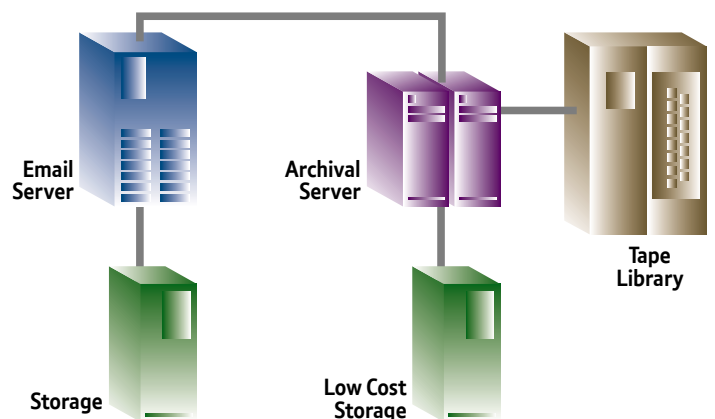
- **Portal Layer**

Web-based solution that allows browser-based access to the information stored within the archive. In addition, this solution is scalable from email archival to single point of access to archived documents and data, hence this portal

access allows search, query and application driven access. This layer also supports role-based access to the information.

- **Storage Layer**

This layer is for physical storage of the actual archived records. This layer can be disk, WORM, S-ATA or tape and the data can be eventually removed and destroyed from an organisation.



## Key Highlights

- Address regulatory compliance and corporate governance requirements
- Enforce retention policies
- Handles most data types for an extended period of time and purge based on corporate policy
- Improve operational efficiency by managing the mailbox size automatically through the archive system and reduce the time and resources required to respond to electronic discovery requests.
- Estimate solution implementation and operational costs and thereby the TCO simulation
- Document feasibility report that outlines benefits of our compliance-based email archival solution
- Conduct workshop with finance team and other business units to verify whether this compliance based email archival solution needs to be extended to manage other documents and data
- Develop the technical requirement specifications.

## Key Features

- Reduce administrative tasks, server infrastructure, and storage costs
- Manage with integrated search and supervision capabilities
- Centralised and controlled administration
- Rapid retrieval of transparently migrated files

### Activities and Deliverables

- **Feasibility study and assessment services**
  - Define the compliance, governance or operational efficiency goals and criteria for success
  - Assess the current corporate policy
  - Identify the application areas to which compliance archival solution is to be applied as per the corporate policy
- **Architecture design services**
  - Define the compliance based email solution system architecture and configuration plan
  - Document the key enterprise policies, governance and compliance requirements
  - Document the implementation and integration plan.
- **Implementation services**
  - Install and implement the servers, storage and compliance management software
  - Integrate the compliance management email archival solution to the current enterprise email systems or to other applications based on the solutions engagement.
  - Verify the solution that was implemented works fine as per the set objectives and goals with a review in place after 3 months of implementation
  - Recommend the best practices to achieve effective operation.

For more information, please contact our sales hotline at **(65) 6490 4884** or email, [sales@frontline.com.sg](mailto:sales@frontline.com.sg).

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