

The Problems

- *Regulatory Compliance*
- *Security*
- *Retention Policies*
- *Content Management*

According to market intelligence firm IDC, 97 billion e-mail messages will be generated in 2007. It is an uncontested fact that e-mail has become an essential business tool, through which employees and management communicate about a variety of topics.

E-mail is an essential application, but a poorly designed archival system for messaging can destroy a business. With regulations becoming a fact of life, businesses have to devise the right strategies to ensure that e-mail archival and discovery are done in the right manner.

The case for properly archived e-mail is critical if organizations are to stay in business. For example, during a recent prescription drug antitrust case, the plaintiff demanded a discovery search of 30 million pages of e-mail stored on the defendant's backup tapes for names of particular individuals. The defendant suggested that the plaintiff shoulder the cost of compiling, formatting, searching, eliminating duplicates and retrieving the requested e-mail. Sadly, the defendant lost the argument and the court found that the burdensome and expensive discovery process was the defendant's problem because of a deficient e-mail retrieval process. The defendant paid through the nose.

Court cases routinely approve discovery motions to sift through electronic documents, especially ubiquitous e-mail. The consequences of not having the information available or being able to access it in a reasonable amount of time are severe. Despite this, few companies have enforceable records retention policies and fewer still have the technology tools needed to support it.

More Than Meets The Eye

Another problem is keeping e-mail you don't legally have to keep, as Microsoft found out. The smoking gun

e-mail surfaced during the discovery phase of Microsoft's antitrust trial, even though it was AOL's e-mail, not Microsoft's. The Justice Department found one of Gate's own e-mails with the undying line: "We have to make sure that we don't allow them to promote Netscape."

Electronic discovery isn't just for enterprise corporations. Small and mid-sized companies frequently experience legal discovery, so if it hasn't happened to an individual business it almost certainly will. So how can organizations best prepare for electronic discovery? By balancing risk against cost; in essence, it's establishing policies and capabilities for efficiently accessing secure archives without breaking the bank.

The Solution

halFILE™ E-mail Collector

E-mail Collector manages e-mail from any Outlook / Exchange e-mail system in much the same way as halFILE manages documents. E-mail and its attachments are archived from the Outlook mailboxes into a halFILE database. All fields and attachments are saved and are immediately searchable using any halFILE search criteria. The user has the ability to search for any e-mail posted to the halFILE database. They pick which fields, the search method used for each field, and the data value to search for. A hit list is displayed and they will be able to move through the hit list to view the original e-mail using either Outlook Express or Outlook as the viewer, completely outside of halFILE. Alternately, they can search for and view the e-mail from within halFILE just like they would any other database.

A next-generation e-mail archive management solution can audit and report on all attempts to access an archive, automatically run retention schedules, as well as capture and index all messaging data, and archiving of all attachments.

halFILE E-mail Collector allows you to define which e-mail folders each user is going to archive, what fields to keep as fields in the database, when to do this and for what retention period.

Configuring – e-mail

E-mail archiving is done either by a single company-wide database/repository or with each user having their own archival repository. If the single company-wide database method is used, each user can only do searches and retrieval of their own e-mail. An administrator can search and retrieve e-mail for all users or select a single one user for retrieval.

The user or administrator chooses which e-mail folders they wish to automatically archive (move) to halFILE. All e-mail in these folders will be moved and automatically indexed into halFILE and the original e-mail will be deleted. E-mail can also be archived based on age (date).

Configuring - halFILE

The 'Post collected e-mail to halFILE?' check box must be checked in order for the program to sweep the folders defined previously. If checked, the program will post the individual e-mails to the halFILE application, database and basket defined on this tab. On this tab, the user sets up which e-mail fields are going to be posted to which halFILE database fields, whether full-text indexing will be performed, whether the primary folder defined on the prior tab will be posted to a halFILE database field and if so, which database field to post it to. The user will also set up whether the original e-mail folder name will be posted to a halFILE database field, and if so, which database field to post it to. Finally, the status for successfully archived e-mail is defined as well as the status for e-mail that encounters errors during the archive process.

Finding e-mail

The user has the ability to search for any of their own e-mail that has been archived to the halFILE E-mail Collector. They pick which fields to search, the search method used for each field, and the data value to search for. A hit list is displayed and they can move through these results to view the original e-mail using either Outlook Express or Outlook as the viewer, completely outside of halFILE. Alternately, they can search for and view the e-mail from within halFILE just like they would any other database.

halFILE™ Document Manager

This is the core product into which all other products and modules are fully integrated. Powerful imaging and database design allows for the easy capture of all documents from every department into a central or a dispersed repository. Capture, retrieve, deliver, and preserve virtually any document with halFILE. Scan paper documents, import electronic files, print-to-image directly from other applications, enter data with barcodes,, OCR all or portions of documents, and much much more.

