

# Archive One Email Solutions for Education

## Whether you need to take precautions to avoid legal missteps or ensure capacity and performance levels, email archiving should be top of your IT priority list

Email is more than a simple and rapid communications tool. It is also a store of information about students, academic knowledge and best practice.

Schools, colleges and universities serve their faculty and student communities best when they manage their email systems efficiently and provide appropriate access into these email resources.

IT has to strike a balance between core educational need, the increased involvement of parents and authorities, the demand of legislatures, and the service expectations set for the email system itself.

### An obligation to be open

Educational communities need an efficient archiving system for compliance with the Data Protection and Freedom of Information laws.

The Freedom of Information Act 2000 has extended the public's rights of access to information held by public authorities, including higher education institutions, and imposes a number of obligations on them. Members of the public have a statutory right (with some minor limitations) to request any information held by the higher education institutions, regardless of when it was created, by whom, or the form in which it is now recorded.

### The evidence and proof at your fingertips

In addition to the ability to respond to compliance requests quickly, educational communities need an effective means to identify possible employee violation of policy or unprofessional conduct toward students or fellow staff.

For example, can your email administrators demonstrate what actions and communications have taken place to avoid the transmission of material that may infringe the copyright of another person, including intellectual property rights?

### Indecs Group's email archiving solution for education enables adherence to open records, public access and freedom of information laws

Our award-winning Archive One solution for Compliance utilises journaling technology to capture copies of every new internal and external email. This email data is then extracted and indexed to allow fast data search and retrieval. The data is compressed and archived to the storage medium used for compliance at your organisation.



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### Growing demands on email capacity, performance and service level agreements

Educational institutions are witnessing constantly growing email volumes. Emails continue to increase in quantity and size, escalating capacity and performance demands on email servers.

The growth in email size is particularly alarming. Multimedia software is loading email systems with MP3, JPG, AVI and more attachments; even standard programs such as Office and CAD produce ever larger files.

Is your organisation prepared for attachments of more than 10MB, 20MB or even 50MB?

### Email Archiving for optimised capacity, performance and e-policy

Using your own email policy criteria, Archive One for Policy selects and archives email from mailboxes, .PST files or public folders automatically and invisibly. The locations, types and retention periods of the archives are flexible and controlled by the system administrators.

The only change the user sees is a slightly different icon for items that no longer physically reside on the email server. Archive One provides end-users with direct access to their own archived information via a simple click on the item in their email client.

### No more mailbox quotas & housekeeping needs

Email users gain the impression of an unlimited mailbox. They can just keep on saving their messages while, in the background, Archive One does its job of moving older or larger items onto lower cost storage, removing the hassle of mailbox maintenance such as choosing email for deletion.

### Preset specific archiving policies

Archive One includes preset templates to enable you to meet email archiving requirements more easily.

Designed specifically for schools, colleges, universities or other educational establishments these pre-set policies save valuable time in determining what to save, and how and where to save it.

### Message integrity

Archive One maintains the integrity of archived messages. Restored messages can be exported for further processing or analysis in their original form.

### Flexible storage

Archived email is compressed to save on storage space. Archive One stores archived records into multiple repositories that can reside on any type of media and nearly any vendor's storage devices.

#### Tyler Schools District Selects Email Archiving System to Satisfy Public Information Act

*Now protected from potential accusation of not providing all information requested by a citizen*

The largest school district in Northeast Texas, Tyler Independent Schools District (TISD) maintains a total of 35 campus and auxiliary facilities, and serves an enrolment of approximately 18,000 students. TISD maintains a large amount of important records, not only on current enrolments but also historical data.

"We went to a seminar sponsored by Texas Association of School Business Officials and came away feeling slightly ill," says John Orbaugh, Director of Technology Services for TISD. "We realised we weren't in compliance with the law," he says, namely the Texas Open Records Act and the federal Freedom of Information Act (FOIA).

Because he says he "doesn't look good in an orange jumpsuit," Orbaugh began to evaluate email archiving software and eventually settled on Archive One.

From the initial meeting, the whole solution was selected and implemented within two weeks. The installation and commissioning took place in a single day.

John Orbaugh, Director of Technology Services at TISD explains, "I was truly impressed at the timescale in which this solution was implemented; the workload on us was minimal." The solution is now fully operational for 2,500 mailboxes throughout the entire school.

"The new archiving solution has placed our district in a favourable position, where we are protected from a potential accusation of not providing all information requested by a citizen."

"We can also show that our email records are in a tamper-proof storage system and that we can easily search and retrieve emails using the extensive search tools within the application," says Orbaugh.

#### Award winning solutions

Awarded the Microsoft Customer Experience Award, at the 2006 Microsoft Partner Program Awards, for delivering superior customer service by demonstrating its understanding of its customer's needs based on deployment of the software at TISD.



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### No SQL requirement

Archive One has embedded data management technology and does not require the use of a database (SQL Server) therefore reducing costs and complexity.

### Remove dependence on uncontrolled .PST files

Size restrictions on mailboxes often forces users to create a personal archive, known as a .PST files. These files are difficult to locate by administrators without special software .PST files are frequently not part of the normal security backup and maintenance processes and cannot be monitored easily for content according to your email policy.

If .PST files are unknown to the Administrator, the organisation's ability to limit risk is in jeopardy.

Archive One can find .PST files and archive the messages contained within them. In addition, Archive One can archive the email items, and then move the links into the user's mailbox, therefore removing the need for .PST files.

### Improved recovery time

Restore times for the live data store are improved immediately by reducing the amount of data held on the email server.

Service Level Agreements on critical email system restoration times are improved since the total size of the live email database is reduced and constant.

### Remote user access

Archive One enables end users with valid security access to gain access to their personal archive data from web browsers in remote locations and on a variety of platforms.

### Multi-criteria search & retrieval

Email users are able to use simple or advanced level searching for their archived email.

Administrators also have access to the admin console allowing granular searching of all archived data, or subsets of data according to pre-determined access criteria.

### Extensive retention period controls

Archive One supports multiple retention periods to allow your organisation to meet differing compliance regulations for different groups or job functions. Messages are removed automatically once the retention period is passed.

Retention periods can be extended or reduced to remain in line with current regulations.

### Search within live stores

To ensure all current information is included for e-Discovery, Archive One for Discovery accesses live, un-archived information on email servers.

### Mailbox privacy and integrity

Email can contain important information about many subjects and people. While authorised officials should have rights to look for specific subjects, other staff and students should not be able to browse private and personal information, accidentally or otherwise.

Archive One for Access Security can monitor and report on the all the access rights and permissions setting within a Microsoft Exchange system. Both administrators and users can remain confident that messages stored in the email system have integrity and remain secure.

### Enhanced compliance security

Authorised administrators are able to implement tiered delegation, allowing lower level operators to perform their duties without jeopardising the security of the whole archive.

### All you need is ...

To take advantage of all the benefits that Archive One can provide to your school, college, university or other educational establishment, you will need:

- Microsoft Exchange
- Your own choice of suitable storage device or disk space



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### Reduced storage costs

Archive One stores archived records into multiple repositories that can reside on any type of media and nearly any vendor's storage devices.

Multiple, indexed repositories enable reduced back-up and restore times, reduced overall administration costs, and near zero cost future proof portability.

### Discovery of information to protect IP

Intellectual Property (IP) has potential value and it is very important to be able to trace how that value is owned. Usually work done during academic tenure or postings belongs to the establishment or sponsor rather than the individual or team.

Archive One enables the organisation to delve into historic email records and help identify and trace the chain of events that lead to the creation of IP.

### Managing the ongoing storage for transient email populations

Students, teachers, academics, alumni and pupils are all notoriously mobile, making the role of an email administrator especially demanding.

Archive One provides the tools to keep and maintain access to historic information, not only for current users, but also for the accounts of people who have left.

Archive One makes it easy to remove all of a departed user's email data onto a low cost storage device while still providing rapid search and direct access for heads of faculties, replacement staff or other authorised people.

### Looking to the future

As communications systems start to merge, educational communities will experience the continued growth of SMS text and Instant Messaging (IM) that is already pervasive in the domestic and social environment.

Archive One will help your organisation meet future challenge in Education with confidence.

### About Indecs Group

We offer email archiving and management solutions which reduce risk, optimise performance and minimise compliance issues for over three million users at more than 2,000 organisations world-wide.

Based on their in depth understanding of message management, we developed our award-winning Archive One suite to help organisations comply with regulations and minimise mailbox size.

The Archive One solution includes

- **Compliance** for good governance and legal enforcement
- **Policy** which addresses mailbox capacity and e-policy issues
- **Access Security** for enhanced mailbox integrity
- **Discovery** which enables full message search and e-discovery

Indecs Group also offers rapid-response tools for email performance, security and crisis control.

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