

HP StorageWorks Reference
Information Manager for
Messaging

Gain control over e-mail

change
+
hp

Solutions for the adaptive enterprise.

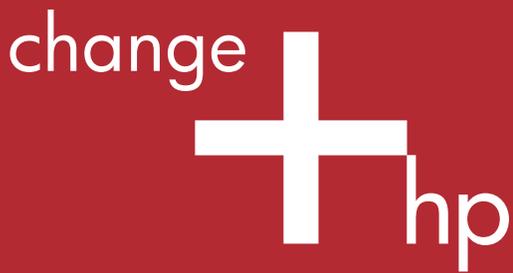




“HP’s Information Lifecycle Management opens a lot of doors of opportunity at NASDAQ in terms of finding new business uses for historical data. One example of that is that we’re now finding our users of our e-mail system to be fully self-sufficient and comfortable using RISS to look for their historical e-mail and not relying on previous methods.”

—Steve Randich, Executive Vice President, and CIO, NASDAQ Stock Market





Manage the volume of e-mail that must be retained and archived.

Introduction

E-mail is being relied on more and more for communication. It has become an accepted way of doing business and is now legally-binding in some instances. Businesses receive thousands of e-mails each day, and users can spend a significant amount of time managing their e-mail to remove what is not needed and saving what must be retained. Add to this the increasing size of attachments and the need to easily access archived messages, and you have a recipe for e-mail and storage disaster.

Many businesses are now challenged by the volume of e-mail that comes into their offices and must be retained and archived. Individual e-mail users cannot be relied upon to maintain their current and archived messages in an effective manner and know that your business is making the most of its storage solutions and adhering to internal and external regulations.

Enterprises just like yours are struggling to cope with explosive e-mail growth—the challenge is to maintain service levels while containing the storage and management costs of e-mail. The problem has grown as many organizations are now subject to some form of data retention requirement—whether from a specific government regulation or from internal corporate governance. The paradox is that while enterprises want to reduce the amount of e-mails stored, they are now forced to retain more data, for an increasingly longer period of time.



HP StorageWorks Reference Information Manager (RIM) for Messaging is an e-mail archiving application that reduces the cost of e-mail storage and helps enterprises address regulatory requirements. HP RIM for Messaging eliminates the need for the end user to have to archive and store their e-mail on servers and still be able to find things quickly—productivity and storage simplicity.

HP's e-mail archiving solution

The HP StorageWorks Reference Information Manager (RIM) for Messaging is an e-mail archiving application that reduces the cost of e-mail storage and helps address compliance needs.

HP RIM for Messaging is a modular software solution that enables dramatic cost reduction by automatically mining messages from individual mailboxes and primary storage systems to a lower cost archive pool and by allowing all messages from selected individuals to be retained. For complete flexibility, HP RIM for Messaging operates with both Microsoft Exchange and Lotus Domino e-mail servers.

Selective Archiving Mode provides policies to mine messages from users' mailboxes. Policies can be based on any combination of message: age, size, sender/recipient and keyword, which can be set for individual users, groups or for the total enterprise. HP RIM for Messaging fully integrates with Microsoft Outlook and Lotus Notes; when messages are mined out of users' mailboxes a "stub" is left behind. This allows end users to retrieve their own archived messages and provides a seamless integration with their current mailbox usage.

Compliance Mode enables all messages to be automatically sent to a secure archive. This can help businesses address specific data retention regulations set by government entities or internal corporate governance.

Selective Archive and Compliance modes can be combined to address data retention regulations and reduce the cost associated with e-mail storage and management.

HP RIM for Messaging is specifically designed as an application connector to the HP StorageWorks Reference Information Storage System (RISS). The RISS platform is a feature-rich active archiving solution that transforms unstructured data into exploitable information. It provides

In our information-based economy, properly implemented ILM processes give you a competitive advantage.

single instancing, full-content indexing, date and time stamping, and is architected on the HP StorageWorks Grid for rapid retrieval of records. HP RISS solutions can assist you in meeting compliance requirements and reducing the cost of long-term storage.

HP RIM for Messaging is part of the HP Information Lifecycle Management (ILM) offerings. HP's approach to storage allows you to put information to work in real time—throughout its lifecycle—in order to unlock the value of information, improve competitiveness and create new business opportunities.

In our information-based economy, properly implemented ILM processes give you a competitive advantage. This means managing operational (changing) information differently than reference (static) information. HP ILM leverages existing information and IT assets, giving your organization's number one asset (your people) full access to your organization's number two asset (information). HP's ILM strategy delivers on three major information challenges:

- Retention management—focused on mitigating risk.
- Data management—focused on lower costs and improved service levels.
- Information leverage—focused on utilizing information as an asset and improving your ROI.

HP RIM for Messaging is a building block of ILM in that it allows for the secure storage of data that is needed for business analysis and intelligent data management.

Corporate agility

Businesses are continually being asked to do more with less; budgetary and staffing limitations are of utmost concern to decision makers. E-mail is more and more accepted as an official form of business correspondence, making it critical that you manage your e-mail tracking and storage.

HP RIM for Messaging provides a cost effective solution to e-mail management. It also provides integrated powerful search tools so that when you have to go back and find an e-mail, it can be located in a matter of seconds or minutes rather than days or weeks. This helps you ensure compliance with retention regulations and protects content from change or deletion.

Use of HP RIM for Messaging on the RISS platform provides you with:

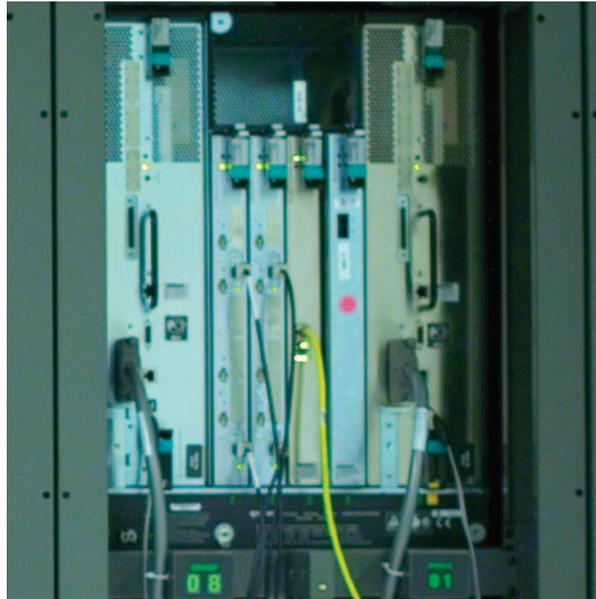


- Search tool integrated with Microsoft Outlook and Lotus Notes—Archived e-mails can be searched and retrieved without leaving the application.
- Automatically removes duplicate data objects—Cost effective use of available storage capacity.
- All archived records are mirrored—Protection from of data loss during retention period.

These features help reduce your total cost of ownership for not only your IT department, but specifically around the ability to put your hands on the information that you need when you need it. Customers have reported saving up to a year's worth of tape storage costs in just one instance where they needed to locate and retrieve information immediately from their RIM system. These organizations were able to access the necessary information without disrupting their entire enterprise, and were able to continue to support the day-to-day operations of the business while locating and retrieving this data.

HP RIM for Messaging helps you improve corporate agility. It provides a search tool that is integrated with Microsoft Outlook and Lotus Notes. It automatically removes duplicate data objects, allowing for cost effective use of available storage capacity. Using HP RIM for Messaging, all archived records are mirrored, providing protection from loss of data during its retention period.

Ease your concerns about storage space, user management, system performance and central policies.





Locate an e-mail in a matter of seconds or minutes, not days or weeks.

IT management

While e-mail has become a convenient, and often necessary, part of the work day, it can also be a management burden for users and IT professionals alike. Users can become frustrated by the time they have to spend managing their inbox size limit and searching for old messages. IT departments have to tackle the issues of storage space, user management, system performance and establishing and maintaining central policies. HP RIM for Messaging eases these concerns.

The amount of storage space that organizations require in order to store and access their data is growing exponentially each year. While storage solution costs have gone down, simply adding additional hardware is not the answer to this problem—efficient use of the storage is critical to your success. HP RIM for Messaging on RISS hardware allows your IT department to easily manage storage space and spend less time planning storage capacity for e-mail.

Implementing HP RIM for Messaging into your IT infrastructure means that individual users will no longer have to archive and store their old e-mail messages on servers. This will be done automatically based on corporate policies and governances that you institute. This system also allows users to find the messages they

are looking for quickly—increasing their productivity while simplifying your storage. Users will not have to be concerned about managing their mailbox quotas and will spend less time creating personal archive folders. HP RIM for Messaging allows users to search both subject lines and text in the bodies of e-mails and attachments to help them quickly find the information they need to do their jobs.

HP RIM for Messaging allows your IT personnel to gain control over your e-mail system by setting central e-mail policies such as how long “stale” messages can remain in a user’s mailbox before it is automatically archived. By placing roughly 80 percent of messages on secondary systems, mail servers will have improved performance, allowing users and IT personnel to spend less time dealing with e-mail. Because HP RIM for Messaging allows you to use storage space more efficiently, less time is required for performing backup of e-mail data.

Use of HP RIM for Messaging on the RISS platform provides IT professionals with:

- **Integrated powerful search tools**—Turns data into information by providing fast retrieval of archived content. Supports free text searching from any Web browser. Accelerates information discovery for compliance audits.
- **Fast search and retrieval**—HP’s grid computing architecture accelerates data retrieval by evenly distributing full text indexes and original content across many storage smart cells. Searches are executed across all smart cells in parallel.
- **Reduced administration overhead for e-mail servers**—Lessens the managed capacity of e-mail servers by removing older, static data. Condenses the backup window for e-mail servers.

Compliance with regulatory requirements affects electronic record keeping.

- **Fully integrated hardware, software and services**—Maximizes time to value, minimizes cost of ownership. All hardware and software components fully supported by HP.
- **Migrated personal e-mail folders to central archive**—Consolidates poorly managed, non-compliant personal e-mail folders to consolidated, centrally managed, and easily searched reference information storage.
- **Scalability**—No loss of performance as the number of users or e-mail traffic increases.

Compliance Issues

HP RIM for Messaging helps you ensure that corporate and regulatory policies are being adhered to. Compliance with regulatory requirements affects electronic record keeping. Many heavily regulated industries have specific rules and regulations regarding the preservation of all electronic documentation—including e-mail. Businesses must have the ability to retain reference information for regulatory requirements.

All companies, regardless of industry, may be required to produce documentary evidence in connection with a lawsuit. Businesses must retain sets of reference data according to type and specified regulatory requirements and prove authenticity of any given record. HP RIM for Messaging helps you accomplish this.

In addition to industry and governmental regulations, corporate governance of information is also a key concern. Your organization may have specific rules about how information is handled. Using HP RIM for Messaging on the HP StorageWorks Reference Information Storage System (RISS) platform can assist you in meeting these rules, including writing data in WORM (Write Once Read Many) format to disk, electronically fingerprinting

the data via digital signature methods to ensure that any changes to the data can be easily identified, preventing deletion of files until the end of the retention period, limiting access to archived data to authorized users, providing compliance reports and audit trails. Using these compliance building blocks, the system can be tailored to assist you meeting the requirements of the majority of data retention and management regulations—both internal and external.

Your organization may also have over-arching policies regarding the retention of e-mail to help manage e-mail volume and storage, rather than relying on the randomness of end-user-initiated archiving of messages. HP RIM for Messaging can help in the following areas:

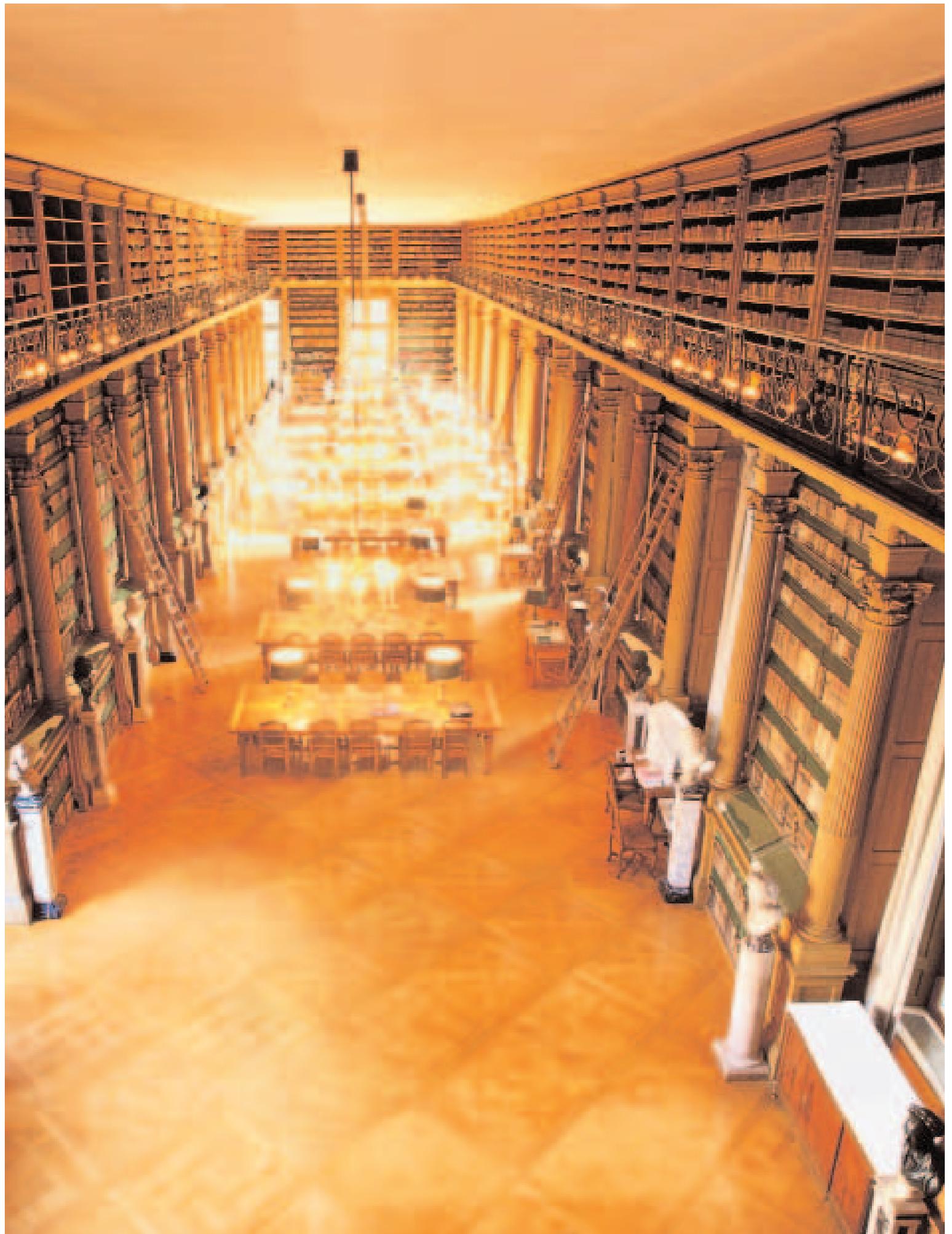
- **Application aware policy engine**—Application aware retention policies that reflect business value of content. For example, all e-mails and attachments from specific senders or recipients can be automatically migrated to the archive and deleted from user's inbox.
- **Automated archiving**—Reduces IT support costs by automatic migration of e-mails to lower-cost storage according to the value of the data. End user initiated retrievals from Web browser or Outlook based search GUI. End-users no longer have to manage e-mail quotas.
- **Option to copy all e-mails to the active archive**—Helps customers to comply with data retention regulations that require all e-mails to be archived for a pre-defined retention period.
- **Data is digitally signed, time stamped and protected from deletion**—Helps customers to comply with data retention regulations by protecting content from change or deletion. Uses disk as a WORM (Write Once Read Many) media.

Making the pieces work

Implementation of HP RIM for Messaging is easy. Your implementation will consist of:

- HP RIM for Messaging and necessary RISS components
- One year telephone support from HP Services (business hours, Monday-Friday)
- Warranty and “break fix” services which includes up front workshops and analysis of policies based on where you are at in terms of risk, instruction on how to manage impacts on reader/user/manager

You will also need to purchase installation services for HP RIM for Messaging on RISS components including testing of hardware and software and set up of basic archiving policies for a specified number of users.



The HP RIM for Messaging solution consists of software and hardware components (including HP RISS components), telephone support and warranty. There are also a variety of consulting packages which can be purchased from HP Services including design and consultancy, e-mail archive policy planning and “legacy load” service to integrate archived e-mail stores into the new system.



HP RIM for Messaging helps ensure adherence to industry, government and corporate regulations.

You can also purchase the following from HP Services:

- RISS and RIM design and consultancy services
- Detailed planning on e-mail archive policy setting
- “Legacy Load” service, which takes existing e-mails that are currently archived on tape or other media and loads them into the new RISS system’s archive

To take further advantage of your HP RIM for Messaging system, you can purchase add-ons to the system to provide:

- Pre-store e-mail surveillance and monitoring
- Instant messaging (IM) control
- Link to URLs for latest offerings and HP’s preferred partners—<http://www.hp.com/go/ilm>

Leasing options are available from HP. Please contact your HP representative for more information.

Product services note

Note that in addition to the bundled warranty and telephone support services, all new RISS/RIM installations require the purchase of RISS/RIM Installation Services. Some of the installation services are available as fixed price items. Other install services can only be quoted as an individual Statement of Work—please contact your local HP C&I representative.

For more information

To learn more about how HP RIM for Messaging can help manage e-mail applications and archiving, contact your HP representative or visit:

<http://www.hp.com/go/ilm>—for an overview of HP’s Information Lifecycle Management solutions

<http://www.hp.com/storage/storagegrid>—for an overview of HP StorageWorks grid solutions

<http://h18006.www1.hp.com/products/storageworks/riss/index.html>—for an overview of HP StorageWorks Reference Information Storage System



For more information, visit www.hp.com/go/ilm.

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