



# Email vault

## Introduction

The Workspace email vault has been designed to provide organisations with or without a full Workspace implementation with a robust and scalable method for storing ALL inbound and outbound emails received and sent by the organisation.

The vault operates by intercepting emails as they arrive at the main email server and directing a copy of the message plus any attachments into a secure storage area prior to the email reaching the user's Inbox. All outbound messages are diverted in the same way ensuring that every email your organisation has sent or received is securely stored in an environment that can be viewed but not tampered with.

Research shows that only 5% of emails 60 days and older are ever accessed again and that more than 50% of the average email store is more than 60 days old. Email systems were never designed to store and archive the sheer volumes they now support. It therefore makes great sense to store the emails outside the email system.

## Main features

- All emails are archived into a separate mail storage area ensuring that no emails are lost because of incorrect filing or deletion.
- Emails are forwarded by taking advantage of the "Journaling" feature available in most modern email servers including Microsoft Exchange 2003.
- All emails and attachments are zipped before being placed in the vault to minimise storage requirements.
- Emails are stored with an accompanying MD5 hash to ensure the integrity of the email once placed in the vault.

## Main benefits

- Mailbox sizes can be aggressively managed to improve email client performance and minimise risk of loss.
- Users have access to all emails in the vault where their email address appears in the email header. This removes the need for users to retain sent and deleted items, as all emails are available within the vault.
- Searching for emails is quicker and benefits from the full text indexing offered by the Microsoft Index Services.
- Backing up is made simpler overcoming the "difficulties" associated with large email server backups.
- "Lost" emails can be forwarded to a users Inbox via the administrators console.
- All searches via the administrators console store both a reason for the search and the returned results. This helps resolve compliance and audit requirements.

## Who uses it?

Organisations who implement the vault are safe in the knowledge that they are securely recording all communication both sent and received by the organisation via email.

Significant benefits accrue in three key areas:  
 Accessibility – emails can be accessed and shared in a secure and timely manner.  
 Technology – mailbox sizes are reduced and can be actively managed down over time.  
 Availability – adopting organisations are secure in the knowledge that no information is lost should they need to retrieve an email as part of an audit or disclosure process associated with a claim or in extreme cases litigation.