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ENTERPRISE VAULT
SOLUTION

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Foreword

This article will inform readers about Veritas Enterprise Vault, a cloud-based archiving solution that bridges the gap between IT, business, legal spectrums. Enterprise Vault helps organizations to intelligently and efficiently store, manage, and discover unstructured information. Integrating renowned platforms such as Gmail and partnering with world-leading technology vendors, this enterprise archiving solution helps clients reduce cost by de-duplicating content at the source, allowing them to delete data confidently and discover useful information more efficiently.

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Introduction

For nearly two decades, Enterprise Vault has been helping organizations to archive and maintain useful information and foster repeatable and secure eDiscovery processes, while at the same time minimizing storage and backup costs. Enterprise Vault is designed to assist institutions in overcoming various challenges, including email continuity, mailbox management, regulatory compliance, and legal discovery, by delivering intuitive user experience.

Some of the Product Highlights

• As a centralized administrator offering a robust framework for partners to design and develop archiving applications that expand the scope of information to be archived

• Proactively monitors eDiscovery. Organizations can efficiently search and review data in-house without manual collection. This can help them streamline legal holds, case assessments, and enhance a defensible eDiscovery process.

• Manage information. As part of an information governance program, it automates granular retention and ensures secure deletion of data.

• Minimizes storage footprint and cut costs by archiving data that is not accessed frequently in expansive primary storages such as Domino, Exchange, file servers and SharePoint.

CHAPTER 1

Industry Trends

With the constant advancement in technology, ever-evolving communications, and the shifting demographics in the regulatory landscape, it is becoming vitally imperative for organizations to find scalable and cost-effective solutions to help them archive their data sets. Enterprises level organizations are drowning in data; these organizations simply are flustered by information from various sources. It's for this reason that the need to store, manage, and access data for knowledge management, regulatory compliance, and legal or security purpose is becoming a top priority for various companies. Let us look at some of the trends in enterprise information management.

Digital Information

Traditionally, organization's records were primarily in the form of PDFs, images and MS Office documents among others. But today, companies are receiving a broad set of enterprise information including social media posts, emails, calls, voice messages, legal and financial records, and other forms of digital data. With such voluminous digital data, organizations are finding it a challenge to store and manage these files properly for seamless and effective business operation.

As such, they seek cutting-edge archiving solutions such as Enterprise Vault to help them archive loads of data at a minimum cost. Enterprise Vault connects to various data sources such as social media pages and exchange mail, collects relevant information, and archives it for unified visibility and control.

Cloud Computing and Mobile Applications

With many companies around the world hiring remote employees, it has become vitally crucial for them to secure cloud-based repositories where certified persons can access company data with much ease regardless of where they are located. And since most of the employees who work remotely usually access the company's data via mobile devices, having a robust repository system that is effective, seamless, and responsive can go a long way to enhance productivity.

Enterprise Vault leverages advanced technologies such as cloud computing to guarantee organizations comprehensive solutions that can solve their data storage needs.

Archiving Regulations

With the advent of various regulations including FINRA, GLBA, and NARA, storage and retention of electronic documents has become a mandatory task for any enterprise. Organizations are required to establish robust retention protocols and automate their systems to allow sufficient storage and access to business data. And since failure to comply with these requirements can see a company face lawsuits, a comprehensive archiving and management solution such as Enterprise Vault can help companies and agencies adhere to the various archiving rules and regulations. Considering that this requirements keeps on changing, it is imperative to have an archiving solutions that updates its infrastructure to accommodate the changing demographics.

Most companies are planning to increase their budget on archiving solutions by 61% and eDiscovery solutions by 55%.

Study conducted by IDC

Customization

Although companies may provide the same product or service or even operate in the same field, this does not mean that they are necessarily alike. Most organizations seek top-of-the-class electronic document archiving solutions so that they can retain their authenticity. They prefer enterprise management solutions that will customize the indexes, workflow, and searches, based on their unique needs.

The past decade saw a steep growth in the number of data archiving solutions, as well as the innovation of data reduction technologies that can de-duplicate, compress and reduce the size of stored data files. This has helped many organizations archive information acquired since their inception to maintain their originality and make it accessible.company's information is safe from hackers.

Security

With the rise in the adoption of cloud-based computing and mobile apps also comes a myriad of security risks. Therefore, apart from integrating cloud computing into their processes and activities, organizations are required to ensure that critical data in their systems are secure from hackers and unauthorized persons.

With most of them lacking the necessary skills, knowledge, and technology to secure electronic data, they seek competent storage and archiving solutions to provide outstanding safeguards, which ensure that the company's information is safe from hackers.

Most of the respondents (92%) said they are satisfied with their current cloud-based archiving solutions, 90 % of them suggested that they were still evaluating whether to replace their current eDiscovery solutions.

Final verdict

With the surge in the number of competitive solutions in the market, many organizations starting to take accountability when it comes to compliance, and the emergence of refined eDiscovery platforms that can effectively manage the discovery ecosystem, we can state with great conviction that data archiving is becoming an integral part of the information management.

Conversely, as the use of cloud-based solutions, social media, and predictive coding continue to surge, even corporations that believed they are not ready to integrate archiving and eDiscovery solutions into their systems are doing so due to the large volumes unmanageable data in their systems. While research indicates that on-premise solutions are on a decline, it also concurs that they are indispensable in the short-run, and they are not going anywhere soon. However, considering the advancement in technology, it will be pragmatic for organizations to combine on-premise and cloud-based solutions for more efficiency and improved productivity.

Driven by the current industry trends and market forces, Enterprise Vault continually updates and upgrades their services to create robust solutions that integrate critical features and functions to support and solve organizational data storage needs. Enterprise Vault incorporates various intuitive elements, which are responsible for policy management, eDiscovery functions, storage, and archiving solutions, mailbox management, indexing, and security. Besides, they also collaborate with other forward-looking entities and technology providers to provide top-of-the-line cloud-based archiving solutions.

Industry Analysis

With industry, experts estimating that **up to 90% of business communications are conducted through email or unsecured instant messages**, organizations in various industries are finding it hard to store these digital data files . These large digital files are clogging up organization's network bandwidth and are occupying large storage space. The bugging question is what companies should do with all this information. In the past, a significant number of them backed up their data in tapes, and the worst scenario was to delete the info from their repositories to give room for new files. However, this is no longer the case in the modern era.

After the amendment of Federal Rules of Civil Procedures in 2006, it is now a requirement for organizations and agencies to archive all their communications, emails, requests, files and directives for future reference or use in litigations. The law states that digital data files shouldn't be overwritten or deleted from centralized organization repositories, and doing so may see a company facing serious legal problems.

Unfortunately, the law doesn't spare any sector. Whether it is healthcare, finance, education or legal industry, they are all subject to the various storage and archiving regulations. Therefore, organizations and agencies in multiple sectors need to invest in robust archival solutions that will allow them to accurately and promptly retrieve data when needed.

Let's look at how and why various industries need to utilize archiving and eDiscovery solutions.

Enterprise Vault is a comprehensive archiving technology that helps organizations in various industries to archive, manage, and access any data they send or receive. This interactive data management solution delivers robust archiving technology at a reduced cost without the need to purchase hardware.

Healthcare

As the healthcare industry continues to experience enormous growth, so is the need to securely convert patients' records, sophisticated diagnostics, and prescriptions into electronic format for better storage. While this seems like a stroll in the park, it is one the nightmares for the healthcare industry, especially now that the patient population has been skyrocketing. Experts estimate that in the US alone, the volume of electronic data in the healthcare system doubles in every two years.

With the data in healthcare repositories taking various forms including audio files, electronic charts, treatment reports, emails, call logs and bulk media files created by imaging diagnostics, there is a need for a reliable information management system to help govern, streamline and secure the large digital data files.

Atop the need to establish robust data governance, healthcare organizations are also required to ensure that the patient's data is kept private and confidential. This has led to the introduction of vast regulations that seek to assert that personal medical information is only available to authorized staffs. The rules also emphasize the need for healthcare practitioners to ensure that repositories holding medical data are airtight and hack-proof.

Although it is mandatory for healthcare organizations to store loads of data in electronic form, this is proving to be an extremely challenging task. This is mainly because medical practitioners are unable to perform this role and still focus on their core competence which is to provide the highest level of patient's experience. Additionally, the sheer volume of data has led to increased storage costs. This has forced healthcare organizations to look for solutions that will help them optimize access, archive and manage data at minimal costs, and adhere to the legal requirements.

How Enterprise Vault Can Help

Unlike in the past when data was stored in back tapes and locked inside a vault, today, electronic data is archived in robust repository systems where only authorized persons have access. Reliable archiving and eDiscovery solutions such as Enterprise Vault helps healthcare facilities to index information saved in disparate systems, thereby creating a searchable list that can be accessed from a single interface. They also help unify and consolidate data across various underlying information stores.

Recently, the healthcare system has been a target of litigations at every level. While most organizations didn't understand the importance of data archiving before, the various legal battles might have shed some light. The law requires that healthcare organizations preserve information for easy and quick access. This means that they need to retain all records including emails, image files from diagnostics, audio recordings, treatment records, examinations reports, and electronic charts among others. This can be very expensive for a majority of institutions in the health sector.

However, when they integrate state-of-the-art archiving and eDiscovery solutions such as Enterprise Vault, they can reduce storage volumes and the associated costs, create a robust audit trail of data, enforce retention policies, and facilitate e-discovery.

Education

In the modern day and era when more people are looking forward to acquiring knowledge and skills, education institutions such as universities and colleges are experiencing exponential growth. And with every aspect of education from enrollment to teaching being supported by sophisticated IT infrastructure, electronic data is piling up at an alarming rate and institutions are required to store, manage, and maintain the large volumes of digital data in their systems.

Unfortunately, most of them are short-budgeted and are not equipped with the kind of technology that is required to archive electronic records. This is why they are partnering with cutting-edge data archiving and eDiscovery solutions such as Enterprise Vault to obtain top-of-the-class services at low cost.

Just like any other organizations, education institutions are also prone to lapses in policies. The absence of internal controls and lax processes in many of these facilities are exposing various vulnerabilities that might lead to serious consequences such as legal penalties and fines, as well as reputation damage. With these institutions increasingly relying on digital communication technologies for their routine operations, vast legislations that relate to data storage and maintenance have been set up.

While adhering to these regulations may sound easy, it is proving to be the most daunting tasks for many institutions. This is primarily because the line between on and off school practices have blurred due to the pervasive proliferation of mobile devices and social media in school grounds.

Besides, the education sector is kind of different from other industries in the sense that it involves many relations in the equation. Apart from students using instant apps and other forms of social media channels to communicate among themselves, so are the teachers, parents, and administrators. With this broad scope of digital interaction, educators are leveraging on top-class archiving and eDiscovery solutions such as Veritas Enterprise Vault to ensure that they keep tabs with various online communications inside the school compound for compliance, students' safety, and to avoid liability issues.

With a focus of streamlining various processes, curbing cyberbullying, and hastening the eDiscovery process, Enterprise Vault is a state-of-the-art archiving solution that helps education institutions keep data safe and make it easily accessible for them to identify and respond to problems proactively.

Key Enterprise Vault Features Benefiting Education Institutions

- Robust indexing: This cloud-based archiving solution indexes all elements in your email, instant messages, documents, and other electronic files, sourcing all metadata in readiness for faster and accurate search during eDiscovery.

- Easy retrieval of data that originated from different sources: Enterprise vault makes it simpler to recover distinct types of data, including system files, email attachment, and social media posts, from various information sources and locations.

- Advanced and basic search capabilities: Using highly advanced technology, Enterprise Vault can be used by non-technical staff to easily retrieve targeted content or skilled professionals who want to conduct complex searches.

- Quick and easy production of data in case of a legal suit: Enterprise Vault simplifies the process of producing data held in litigation by providing it in any format needed. This ensures that institution at hand complies with regulations or requirements set by the courts or the opposing legal counsel.

- Comprehensive data security: This archiving solution comes with advanced security and immutability measures to ensure that data won't be altered or deleted. This plays a critical role in the authentication process as it helps to ascertain the integrity of the documents presented in the litigation hold.

Finance

Financial and banking services are the lifeblood of all activities and processes in all the other industries. For this reason, you can understand why the sector is heavily regulated and closely monitored. It incorporates a lot of moving parts which generate loads of electronic data which need to be safely and carefully stored. While business expertise and market analysis play a pivotal role in ensuring successful financial management, trading, and other undertakings, the ability to stay abreast with the ever-evolving data retention and storage techniques also plays a significant role.

With the rapid growth of the finance industry over the years, it is not surprising that loads of data being sent or received by various financial institutions are also increasing. As the information handled by financial institutions continue to surge, repository systems are becoming redundant, and the demand for additional storage space is beckoning. The voluminous electronic data also slows down the operating systems in your organization and makes it hard to retrieve critical data within the required time.

The lack of proper storage and management plans can make your organization prone to third-party intrusions or land it into problems with the law. It is crucial that financial institutions integrate robust archiving platforms such as Veritas Enterprise Vault to be able to collect data from various sources, archive, manage and allow quick access.

Apart from improving efficiency and guaranteeing information safety, proper archiving can also help organizations comply with various financial and banking regulations. These include requirements such as SEC, NASD and Sarbanes-Oxley act among others. Compliance also calls for immediate access to electronic data such as email, instant messages, attachments and other forms of electronic data.

How Enterprise Vault Can Help

By utilizing cutting-edge technology and data management best practices, Enterprise Vault delivers top-of-the-class archiving and eDiscovery solutions that improve efficiency and protects institutions from million-dollar fines associated with non-compliance. By storing your data in one central location, the cloud-based platform makes sure that you don't waste time sifting through several systems when looking for specific information as everything is placed right where you need it.

Benefits for Financial Institutions

Comply with Set Regulations

Once integrated into your systems, Enterprise Vault securely stores all electronic communications and files in a central repository for an unlimited period.

The archiving product automates your system to actualize your retention policy and streamlines internal controls. It also gives the administrator the power to delete data from the archive, as well as set policies for departments, the entire system or institute a clear procedure for every user.

Simplify the eDiscovery Process

When requests for specific documents are made, especially when a financial institution is facing a lawsuit, Enterprise Vault helps you to locate and retrieve critical data with much ease. Embodied with superior indexing technology, this cloud-based product allows the archive to sift through loads of unstructured data and files to restore desired electronic data within the shortest time possible. Searches can be made using keywords or metadata such as date, sender or file type among others.

Legal Services

With the integration of technology into all aspects of the legal industry, traditional storage techniques such as the use of backup tapes have become obsolete. Rather than being limited to minimal functions such as time and billing, technology has become part and parcel of the legal supply chain.

Unlike in the past, today, it's unlikely that a judge will accept that certain documents were deleted, lost or were not recovered on time. As archiving and eDiscovery solutions continue to evolve, legal practitioners and other stakeholders will have to stay abreast with these latest innovations or else they will face various complications that will derail or even curtail their relentless quest for justice.

Since law firms hold a lot of sensitive data which can be requested any time for litigation or reference, they need to have a robust archiving and eDiscovery solution such as Enterprise Vault to ensure that the information is retrieved in seconds when it is requested.

With privacy and protection of evidence being at the core of the legal industry, having robust and secure repositories that allow quick, accurate, and timely retrieval of data is paramount.

Besides, most discussions between attorneys and clients or with other professionals take place on digital channels such as email, social media or mobile phones. Therefore, having a product that helps you track every communication and archives files and data in a single repository can ease the eDiscovery process, guarantee the security of client's private information, and reduce backup and storage costs.

Benefits for Legal Services

Accurate and Swift Retrieval

When it comes to archiving electronic data, the daunting task is not in storage but whether you can locate and retrieve records accurately and timely when needed. Veritas Enterprise Vault utilizes a sophisticated search technology which can allow legal counsels to scour millions of electronic documents and get needed information within seconds.

Flexibility

In the legal system, specificity is one element that most professionals hold high. Enterprise vault boasts intuitive search capabilities as well as other complimentary tools that allow professionals to perform a broad range of specific tasks including creation of customized workflow, email forwarding, and generation of data in different formats.

Automation

While flexibility and authenticity are crucial in the discovery process, it can be time-consuming for legal counsel to manually recover all needed data and supporting documents. They need specialized tools and features such as those in the Enterprise Vault to automate various tasks to avoid delays.

Final Verdict

Archiving and eDiscovery are not only about having robust IT systems, but it also includes internal risk/value analysis. And since risk/value analysis plays a pivotal role in the success of any organizations, having a robust platform that can accomplish eDiscovery needs efficiently and expeditiously can help improve scalability and foster growth.

Although some industries such as healthcare and finance require more refined archiving solutions due to the nature of information in their possession, this doesn't mean that the rest of the industries don't have an obligation to guarantee full storage, management, and recovery of critical data. With the perverse proliferation of portable devices, advancement in technology, and changes in regulations, even the low-key industries such as education will have to adopt robust archiving solutions to help them take charge of the enormous sets of data in their systems.

Product Trends

Since its inception about 17 years ago, Enterprise Vault has helped a vast array of organizations to efficiently store, manage, discover and retrieve unstructured information for compliance, business continuity, and scalability. With a plethora of technology-inclined features and tools, this cloud-based archiving solution continues to integrate innovations, as well as adapt to changing trends to provide the highest level of service to institutions across all industries. Due to its cutting-edge features and partnerships with like-minded technology vendors, it didn't take long for Enterprise Vault to become one of the industry's widely-utilized on-premise archiving solutions.

While Enterprise Vault has managed to stay at the top of their game for nearly two decades, it hasn't been an easy task, especially now that they are facing stiff competition from new players that have hit the ground running.

Nevertheless, Enterprise Vault continues to broaden its reach by expanding its accessories, leveraging on new technologies, and moving with the latest trends. This has magnified the scope of its services and brought about new capabilities that seek to streamline archiving operations and enhance user's experience, while at the same time delivering primary benefits of compliance, cost reduction, and eDiscovery process optimization. Let us check out some of the trends that are pushing Enterprise Vault to greatness.

Integration with Microsoft Office 365

Microsoft Office 365 involves a set of cloud services, communication and collaborative products that are offered to reinforce your organization's archiving and eDiscovery goals. Office 365 provides businesses with access to a variety of intuitive tools including SharePoint Online, Exchange Online, Office Online, Lync and other desktop applications such as Excel and Word. With such robust capabilities, it is understandable why most institutions are moving to Office 365's cloud infrastructure.

Although Office 365 boasts features outstanding capabilities, it requires additional functionality for it to meet the vast business and regulatory needs. This is where Enterprise Vault comes in. The comprehensive cloud-based archiving platform integrates with Office 365 to provide the essential layer of functionality needed to archive and discover critical digital information, including Office 365 emails.

It helps to free up IT resources by allowing authorized users to send their search requests without the need of software, hardware or plug-ins. Through intuitive integration of Enterprise Vault and Office 365, organizations can take charge of their information through a sustainable and reliable approach.

Benefits for Office 365 Customers

1. **Fulfilling all Compliance requirements**

- By archiving immutable copies of all sent and received emails and instant messages to a secure and air-tight cloud-based platform, Enterprise Vault helps organizations adhere to data retention requirements. Even if users on other end modify or delete a message, its original copy will be safe in the archive.

- Retains archives for departed employees at no cost according to the policies

- Archives emails from several platforms in a single archive. Enterprise vault archives content from multiple platforms besides Office 365. These including Microsoft SharePoint®, instant messages, Microsoft ® Exchange Server, box files and unified communications among others.

- With the help of the optional Veritas AdvisorMail, this cloud-based platform helps organizations to adhere to the FINRA and SEC compliance regulations.

2. **Guarantees Robust Data Protection**

- It gives you peace of mind knowing that there is a copy of your business-critical information in case you lose or delete the original text. This platform provides a secondary backup of your critical data, thereby mitigating the risks of storing data with a single vendor compliance regulations.

3. **Simplifies and Automates the eDiscovery Process for Litigation Purposes**

- Speeds up the eDiscovery process: It allows authorized legal personnel or staff to conduct in-depth searches across multiple data areas without the help of an IT specialist.

- Bestows granular, role-based permission and access: It grants authorized persons involved in the case the right to perform various functions such as managing searches, creating exports, and reviewing items.

- Stores both Bcc and distribution list recipient information which is verifiable by conducting searches on the recipients and senders archives.

- Culls down searches to provide target-centric results. It allows users to perform targeted searches that relate to the case and allows the delegation of roles based on collaborative review capabilities.

- Provides comprehensive end-to-end solution thereby making it easy for legal practitioners to solve various puzzles across the entire eDiscovery lifecycle defensibly.

4. **Facilitates Mail Management**

-   Keeps complete records of email communications which can easily and quickly be restored if lost or deleted.

-   It allows end users to send or receive emails even when Office 365 is down.

5. **Helps to migrate to Office 365**

-   It helps you migrate to Office 365 expeditiously by archiving data that relates to your legacy first whether it is stored in on PSTs/NSFs, tapes or locked in on-premise servers.

6. **Facilitates Automated Synchronization**

-   The tight integration between Enterprise Vault and Office 365 facilitates automated directory synchronization which ensures that whenever a new Exchange Online user is created in Office 365, an archive account is set up in Enterprise Vault.cloud.

Partnership with Google Cloud

As the world is moving to cloud-based applications and infrastructure to help them analyze, manage, and store data in a scalable manner, Enterprise Vault has also leveraged Google cloud services to provide comprehensive archiving solutions that enable Google G Suite customers to visualize, archive, and retrieve data.

The integration of Google Cloud and Enterprise Vault featured the Veritas SaaS Backup which is a hosted cloud-to-cloud solution for G-suite data security and recovery, and Enterprise Vault.cloud, and Veritas Information Map. Together, these solutions create robust collaborative and productive tools that allow organizations to govern and protect their digital data across the G Suite platform.

As mentioned in "The Truth in Cloud" study which was conducted by Veritas, it is becoming vitally crucial for organizations to ensure that data stored in the cloud is secure and meets the compliance regulations. As such the partnership between Google Cloud and Enterprise Vault ushered a new dawn for G Suite customers that want to safeguard, manage and discover their critical data.

So, how can the comprehensive solutions from Enterprise Vault benefit G- Suite customers?

Veritas Saas Backup

This unified software as a service solution marries backup, search, and restoration capabilities into a single interface across the G-suite ecosystem. It provides the following benefits:

- Support for all G Suite platforms. It delivers protection and recovery solutions for G Suite ecosystem including Google Drive, Gmail, Google Sites, and Google Team Drive.

- Unified search and retrieval capabilities. With the help of Veritas SaaS Backup, users can quickly locate, preview, and restore specific files from any location, at all times, on any device.

- Provides automated data protection that is seamless and reliable. It mitigates the risks of data loss by retaining data copies in multiple locations.

- Simple and non-complex set-up process. It is easy to link the Veritas Saas Backup to your G Suite online account since no on-site applications or software is required.

Veritas Vault.cloud

This platform offers a simple interface that allows G Suite users to:

- Archive and retain essential information in a single, unified, tamper-proof repository. This helps organizations to comply with the data storage regulations and hence avoid hiccups during legal matters.

- Swift and quick recovery of relevant Gmail information. It provides an intuitive interface which allows authorized personnel to create advanced search strings to retrieve critical data to collaborate the information provided by opposing counsel or third parties.

Veritas Information Map

This solution allows G Suite customers to:

- Obtain real-time outlook of their electronic data: Veritas Information Map provides a visual representation of the large data files stored in Google Drive and Gmail. This can help organizations determine which set of data to delete or retain.

- Help organizations stay ready for any legal action: This solution provides data administrators and compliance managers with a real-time picture of the electronic data in their possession, thereby allowing them to spot risks and take the necessary precautions.

Upgrade to Version 12.0

Early in 2018, the Veritas Enterprise Vault™ 12 was released into the market. And just like any new software, most people usually wait for early adopters to dive in and test the waters before they step up and join the bandwagon. Since the software was released in April 2018, now is the most appropriate time to give it a try. However, before jumping right into it, let's check out some of its new features and enhancements.

New Features

1. Organizations will no longer have to store unnecessary information longer than required an effort to meet business and legal requirements. The is because the new Enterprise Vault supports the classification of various electronic data sets including emails, files, and instant messages among others, thereby reducing IT overhead costs and improving efficiency.

2. The new Enterprise Vault also boasts a Re-classification feature which ensures that archived data is in line with the current retention and classification regulations. With the help of customizable policies, administrators can define what information should be kept for compliance and business continuity and decide which data sets should be deleted.

3. Since archiving regulations are subject to change, Enterprise Vault 12 introduces the Gated Deletion feature which helps data managers erase information only if it adheres to the current retention policies.

4. Precision and specificity when archiving or retrieving images have been enhanced by the Image OCR (optical character recognition), which permits users to extract image text for classification and indexing. The new version supports iFilter text extraction, thereby allowing Windows iFilter plug-ins to recover text for indexing and ranking.

5. It also boasts a new feature embedded on the Compliance Accelerator dubbed the Intelligent Review which makes supervision quicker, simpler, and more intelligent. This is achieved through the use of responses to create knowledge that helps prioritize critical information

6. Another intuitive feature is the Accelerator Open Reporting which allows users to utilize OData (Open Data Protocol) for open access to Power BI, Microsoft Excel or various data analysis applications.

Improved Features

1. Introduced in Enterprise Vault 11 for the first time, the Enterprise Vault Search has been refined with a fresh look and intuitive tools that enhance end-user productivity.

2. Enterprise Vault 11 brought SMTP Archiving, a feature that enhances archiving of content from products or applications that permit sending of email through the STP protocol. The new Enterprise Vault replenishes this feature by introducing Mailbox Archiving, SMTP Selective, and SMTP Target Scalability, which helps in targeting email address from several for increased efficiency.

3. It also continues to perfect PST migration capabilities. Now users can transfer PST files into Internet Mail archives using existing PST migration workflow features.

In a nutshell, Enterprise Vault 12 helps organizations in all industries to:

• Take better control of their data by leveraging the suite of new features.

• Improve supervision and optimize searches to enhance end-user productivity and enable easy access to archived information.

• Manage information better through new features such as custom reporting and improve scalability through enhancements such as SMTP archiving.

Pain Points

As business practices and technology continue to evolve, so is the archiving and eDiscovery platforms. Unlike in the past when email archiving was the primary objective for eDiscovery platforms, this field has expanded significantly over the years. Today, many enterprise-based solutions are offering services that cover a set of electronic data including social media posts, mobile communications, instant messages, and other types of information critical to the day-to-day operations in an organization.

Add the constant changes in regulations within the data archiving realm into the mix, and you will understand why users are facing various challenges in the area of eDiscovery. The new archiving requirements that prescribe when, what, how, why and the type of information to be archived are also making the data archiving process complicated and hard to crack.

Amidst the shifts in data size and regulations, organizations are still striving to fully adopt the eDiscovery solutions to try and streamline IT processes and improve their output by leveraging technology-assisted platforms which can help them accomplish their goals at a lower cost and in less time.

However, most organizations are facing a myriad of hiccups which emanate from the intricate nature of the archiving solutions. Here are a few pain points that create gaps in the archiving and eDiscovery process.

Massive Volumes of Data from Various Sources

As data managers in various IT departments are grappling with how to store, manage and support big data ecosystems, legal practitioners are tasked with the role of ensuring that they accommodate large data sets in readiness for any legal battles. With everyone thinking of how better to retain, review, and ultimately delete data, then comes the ever-changing archiving regulations which make the process more complicated.

While refined archiving solutions such as Enterprise Vault provide a plethora of resources to help organization govern, access, and retrieve critical data from various repositories, most users are still struggling to understand how third-party archiving solutions can help, and when they do, they don't know how to approach the process with the expansive loads of data they are holding.

When uploading data, firms have to face various pain points. First, when their information is uploaded and archived in the cloud, they are provided limited capabilities, especially if their cloud-based solution provider is unable to handle enormous data sets in their systems. Secondly, the integrity of data in their repositories may be questionable. Since the data being uploaded comes from various sources, it may contain malicious software such as viruses which can manifest later in the discovery process.

The Pain of Legacy Technology Migration

Typically, established organizations have their IT built on complex and high maintenance legacy systems which help them complete their routine activities and processes without any hassles. However, the systems are subject to various defects. They become inefficient with time and also expensive to maintain. thing for most organizations.

Besides, the hardware that supports these systems also becomes obsolete, slow, and too costly to maintain. As businesses compete to dominate their target market, they require efficient systems that are up to date and compatible with modern software. Atop the need to be productive and keep up with latest technologies, the issue of data archiving is also making legacy migration an apparent

To archive, manage, retain and delete information as stipulated by various regulations, organizations need to upgrade their system functionality so that it can be compatible with cutting-edge archiving and eDiscovery platforms such as Enterprise Vault. Although it is vitally imperative, migrating legacy technology is a sophisticated process, especially in an environment where regulatory requirements keep changing. For this reason, the decision to migrate a legacy technology is becoming one of the hardest pills to swallow for many organizations, especially when the platform that is helping them shift doesn't paint a clear roadmap.

Technological Advancement

One of the most critical elements in any archiving and eDiscovery process is the ability to keep up with innovations and adopt the latest technologies. As leading archiving platforms such as Enterprise Vault fight to maintain their top-of-the-class solutions, they are sometimes forced to integrate third-party tools or partner with other technology-inclined vendors. While this is an essential step towards delivering unparalleled services, it sometimes leads to a myriad of problems when one of the partners decides to update their services or software.

Since reputable third-party software vendors such as Google and Microsoft keep updating their systems to accommodate emerging trends and perfect their services, it sometimes doesn't go well with partners such as archiving and eDiscovery solutions that leverage their tools to deliver better storage, management, and data recovery. Therefore, they bring about the problem of incompatibility. This is becoming a nuisance to many organizations since most of them upgrade their systems without bothering to check whether the new software will run on the archiving solutions they are using currently.

The Headache of Search Functions

Given the loads of data that various IT departments are receiving daily and the ever-changing regulations that determine the kind of information to be archived, robust search functions come in handy to help organizations locate and retrieve information expeditiously and accurately when needed. However, the search functions offered by some eDiscovery solutions are lacking, and they sometimes frustrate the end users. According to experts, three primary pain points that usually frustrate users on the archiving and eDiscovery platforms:

1. Searching for the exact keyword;

2. Excluding non-essential search results:

3. Having comprehensive and accurate OCR (Optical Character Recognition).

The main concerns when it comes to search functions is the time it takes to return results, the accuracy of the information recovered, and how indexing is done. Some platforms are inconsistent in these three areas, and it's one of the things that frustrate IT departments in various organizations. Additionally, the OCR technology in some of these platforms is wanting, and can confuse some users when it comes to similar texts such as a "Z" and a "2". Moreover, the ability to exclude unnecessary information when searching for specific information is also proving to be harder than expected.

Lack of Proper Support

With a myriad of archiving and eDiscovery solutions operating on technologies that utilize third-party acquired products which are created in different modules, support for users is unreliable. Most of these third-party tools only play a supplementary role and can't be involved in essential tasks.

This means that in various organizations, IT administrators have to perform multiple functions such as pulling data into the archive. Besides, not everyone in an organization knows how to decipher the various tools and features on a giving archiving platform. Therefore, without the support they need, they might find it hard to deliver their duties effectively.

System Vulnerabilities

While robust archiving solutions such as Enterprise Vault offering comprehensive services that are second to none, the archives they create are susceptible to various vulnerabilities. They can become bloated with duplicate data, be corrupted or have extraneous content.

These may lead to deterioration of system configurations which may lead to system failures that can affect the storage, management, and retrieval of critical data needed by firms for business continuity or legal purposes.

Paint Point Solutions

Coping with Pains of Having Massive Data from a Variety of Sources

With the monumental surge the eDiscovery realm is experiencing, it is unfortunate that large data is still exposing its limitations and inefficiencies, especially in this era of technological advancement. As mentioned earlier, most firms are facing various challenges when it comes to data. These include the inability to upload their loads of data to the cloud, process the information, and certify its integrity. While a series of ups and downs mar the eDiscovery process, various measures can be used by archiving platforms to streamline the entire process.

First and foremost, data uploading and processing don't have to be complicated. Archiving solutions should provide streamlined tools that allow organizations to perform various tasks without the risks of unforeseen issues arising along the process. Additionally, it is critical that the integrity of data be confirmed before the upload. This will help detect malicious software beforehand and, thus secure newly-uploaded data from various sources, as well as the rest of the information stored in the network.

When it comes to inefficiencies in processing data after upload, eDiscovery solutions should combine individual functions such as language detection, password cracking, and text extraction. Instead of using separate tools for each, they can marry them and execute multiple operations simultaneously. This will not only make the processing less complicated but also save users and organizations a considerable amount of time.

Minimizing the Pain of Legacy Migration

In the current era, technology is advancing at a fast pace and organizations are required to keep up with the trends if they want to stay one step ahead of their competitors. Newer technologies not only result in higher efficiency and productivity but also expedited operations and minimized business downtimes. While the move to a new technology comes with a myriad of benefits, the daunting part is how to affect legacy technology migration without facing the vast challenges that are associated with this process.

Although the legacy migration process is heart-wrenching, expensive, and daunting, having the right archiving platform can go a long way to ensure a smooth transition that won't interrupt organizational operations or cause any loss of business-critical data. A reliable archiving platform should try to simplify the process by providing a clear picture of the migration roadmap and setting up a clear plan before the decommissioning starts. This is achieved by assessing the key characteristics in each legacy platform and matching them with top-of-the-shelf migration patterns.

Consequently, an in-depth analysis should be done to pinpoint the right criteria to be used for minimum complexities. Leveraging new-age technologies, intuitive archiving tools, re-engineering services, and cross-industry experience, archiving platforms such as Enterprise Vault can help you manage legacy migration successfully and seamlessly. With the right level of commitment, careful selection of cutting-edge tools and procedures, organizations can remove the pain points in legacy migration and spar robust business agility.

Mitigating the Effects of Technological Advancement

It has become a norm for archiving platforms to integrate or partner with third-party vendors to provide scalable, cost-effective and highly configurable cloud-based archives that can ingest any data. Although there are several reasons as to why these partnerships are imperative, among them cost-saving and efficiency, the problem is when the third-party software provider decides to upgrade or update their system. They render archiving tools and infrastructure incompatible, as well as destabilize business processes. While this can be catastrophic especially, to clients who don't have any idea about the updates, there are a few things that archiving platforms can do mitigate the risks associated with technology.

To start with, they need to inform their users about the third party tool they feature on their platforms, as well as be on the front line to deliver any news of third-party software updates or enhancements. This can help an organization to adjust accordingly and avoid compatibility issues.

Consequently, archiving and eDiscovery solutions should also move with technology by ensuring that their platforms are up to date and compatible with those of their partners.

For example, after Microsoft upgraded some its security patches, users who installed updated versions were unable to utilize various Enterprise Vault shortcuts. However, Enterprise Vault asked their users to avoid the upgrades until a later date when they released their sophisticated version 12 that was compatible with all Microsoft's software they utilize.

Mitigating the Effects of Technological Advancement

While conducting a proper search is vital for many organizations considering the volume of information they have in their repositories, most archiving solutions are giving users headaches with their uncoordinated and below-par search functions. This is mainly because many eDiscovery vendors have not initiated healthy changes in their search functions over the years.

Professionals are forced to wait for minutes or hours to get results for a given query even though in an optimized archiving solution, the results are supposed delivered in seconds. Of course, getting fast results after a search is fulfilling, but it is meaningless if the information is incomplete or inaccurate.

For efficient search functions, eDiscovery solutions should incorporate forward-looking technologies that improve how and when documents are indexed.

As such, indexing should be done when documents are being uploaded, and then updated to the search index in real-time. Also, it is essential to have meaningful communications between eDiscovery vendors and organizations. The gaps in communication and technology are the causes of search function frustrations. However, the remedy to these problems may lie with the use of keywords, adoption of a simple-to-use technology, and integration of sophisticated features that will help you sieve and exclude unnecessary information.

Performing a System Health Check

Now that most of your organizational data is stored and managed by archiving platforms, their efficiency and availability can profoundly influence the productivity and efficiency of your business.

Therefore, it is imperative that you periodically analyze and examine the archiving infrastructure to improve infrastructure and detect problems that may impede the utility of your archiving solution in future. This can be achieved by use of system health check, a service that helps improve operational efficiency in your archiving and eDiscovery solution.

This service ensures that your system is operating in the most conducive environment and delivering optimum performance. It also unearths your platforms vulnerabilities and ensures that you are using the product's infrastructure efficiently.

By proactively reviewing the performance of the archiving solution and optimizing its configurations, you can improve efficiency, avoid downtime costs, and maximize the return on your investment.

A system health check may also help you determine the weak areas in your IT department and thus prescribe additional support for enhanced productivity. Organizations can spar growth and initiate radical changes when they are confident that their systems are functioning at optimum levels and yielding reliable, optimized archives.

The Dos and Don'ts when It Comes to Data Archiving

The Dos

1. **Automate Your Data Lifecycle Management**

Regardless of the size of your organization, it is absurd to think that having a manual archiving solution is feasible in this era of technology. From experience, manual processes are labor intensive and slow. Although manual archiving systems may seem manageable at the start, history shows that with the rate at which organizational is growing, it will just take a short period before your repositories become overcrowded and difficult to maintain and control. Besides, even if it is manageable, manual archiving can take a considerable amount of IT staff's time which could have been spent on other core competencies.

Also, manual archiving is not reliable since people are more prone to errors. There is a high chance of data being sent to the wrong storage tier during manually archiving than when it is done automatically. Staffs may also experience burnouts which slow their work rate, thus bring dire consequences on the overall organizational efficiency. Additionally, automation can help reduce costs, as well as help you adhere to various archiving regulations.

2. **Learn to Differentiate Between Archiving and Backup Solutions**

While some vendors have blurred the line between archives and backups in the last couple of years, the two are very different, and organizations should treat them as such. Unlike backups which are created for recovery purposes in case of a disaster, archives are designed for long-time data storage. Primarily, they are for compliance purposes and not as disaster recovery mechanisms.

The fact that archived information can't be altered, most organizations don't find the need back them up. However, it would be reasonable to have a redundant copy of your archived data saved somewhere in the system in case of outage or failure.

3. **Always Have Policies that Define Which Data to Retain**

The volume of data in various firms keeps increasing from one year to the next. This, in turn, makes storage relatively expensive. Currently, most organizations try to lower costs by archiving their data in multiple storage tiers.

Although having several storage tiers is crucial, it is essential that organizations put in place clear policies that determine the information to be retained, as well as prescribe the storage tiers to be used to archive these digital files. Having such systems in place helps organizations to manage their data efficiently by ensuring that they keep critical data readily available, and place old data in less expensive storage media.

4. **Evaluate the Benefits and Risks Associated with Different Archiving and eDiscovery Solutions**

Before you decide to integrate the services of a given archiving solution into your business processes, take time to assess its benefits and risks. This not only helps you get the best platform in the market but also one that resonates with the unique needs of your firm. For example, on-premise solutions are easy to use, accessible and can be integrated with an organization's routine IT activities seamlessly.

However, this archiving solution tends to be more expensive. Although on-premise solutions can be scaled to lower costs, it will take just a few years for the organizational software and hardware to become obsolete and call for replacement or migration, which are very expensive.

Today, archiving solutions that are offering cloud-based storage are becoming more popular than on-premise solutions. Cloud-based storage is thought to be the best solution since it provides unlimited storage space, it is less expensive than on-premise solutions, and its efficiency and reliability are unparalleled. However, cloud-archiving stores data is in repositories that are out of your control. Therefore, security of your information is contingent upon the reputation of the vendor.

The Don'ts

1. Never Underestimate the Importance of Security

Whether you are archiving data that has been in your organization for years, it is imperative to understand that it is still sensitive. This is vitally crucial especially when archiving data in the cloud. Just because the data you need to be stored belongs to employees that departed years ago or other things that are not currently relevant, it doesn't mean that you should use a non-reliable vendor to archive them. If specific data sets pass the threshold of being retained, then they are useful to the organization and thus should be protected at all times to avoid legal complications or hefty fines in the future.

2. Avoid Configuring Your Archives in a Way That They Could Become a Single Source of Failure

Since a large volume of data in various storage tiers is rarely accessed, organizations are treating archives as an afterthought. This trend is making firms grapple with the pressure of wanting to use the least expensive archiving solutions in the market.

Although there is nothing wrong with using cost-effective solutions to archive data, you should ensure that they are not designed in a way that they become the single point of failure. Any outage or downtime may result in loss of information which can be very detrimental to an organization's operations.

3. Never Try to Approach Data Archiving Single-Handedly

Finally, if you are thinking of implementing an information archiving system, make sure you don't do it alone. With the current data retention requirements, availability of data from multiple sources, and the complex nature of the processes involved in archiving, it won't hurt to leverage the services of a reputable eDiscovery vendor. Considering the exceedingly deepening bottlenecks in data lifecycle, having a reliable vendor by your side can help you manage, archive and retain essential organization's data without much struggle.

Why Veritas Enterprise Vault Is a Valuable Archiving Solution

When there's loads of electronic information to be archived, any solution that offers comprehensive and secure data storage, management, review, and retrieval will be suitable. However, not all solutions are created equal. It can take you months of testing to know which platform is suited for your unique needs. If you have been reading this write up from the start, you can concur that none of the solutions in the market are better than Enterprise Vault. This platform boasts robust storage, indexing, and retention which set the benchmark for other archiving solutions to follow.

Therefore, if you are given the responsibility to determine what to do with your firm's mission-critical data, evaluate what information to keep or delete, or figure out the retention policy to employ, Enterprise Vault is your ideal companion. Apart from being easy to deploy, this archiving solution provides unlimited storage and retention at a relatively lower cost. It also archives your electronic information in a single, tamper-proof repository where only authorized persons have access.

Enterprise Vault has partnered with Veritas, a comprehensive archiving ecosystem, to build a reliable platform that delivers top-of-the-class archiving and eDiscovery solutions.

What you'll like about Enterprise Vault

Archives Electronic Data from Multiple Sources

As the industry's most widely deployed eDiscovery solution, Enterprise Vault will archive content from various sources beyond email, namely:

- Microsoft Office 365 / Exchange Online
- IBM Domino
- Microsoft Exchange Server
- Microsoft Lync Server
- Blackberry SMS and PIN
- Instant messaging systems and unified communications

So if your firm or organization receives or sends information from any of these sources, then you can bet that Enterprise Vault will provide you with the best archiving solution in the market.

Ingests PST/NSF

Enterprise Vault helps you minimize the risks associated with free-range PST/NSF files by ingesting them into the archive repositories. Additionally, the platforms indexes this email files upon ingestion, thus making it easy for you to browse and review them from the archive, as well as conduct federated searches in all legacy email and mail stores. The structure of the PST folder can also be indexed upon ingestion, thereby making the process of locating messages in the archive for your Outlook simpler.

Granular Retention Policy Engine

For an organization to determine what information to retain, a defined management strategy is paramount. Enterprise Vault supports your default retention policy by providing your firm with several options to help govern the retention needs. Besides, it also offers group-based retention for organizations that demand more granularities. This allows your enterprise to design a policy that will enable the extension of the retention period for information in repositories that hold specific function or roles. This feature also allows administrators to push out retention tags to users so that they can decide which data should be preserved for an extended period.

Collaboration in The eDiscovery Process

Enterprise Vault boasts a built-in feature dubbed the Collaborative eDiscovery workflow which allows authorized users such as HR, Compliance, and Legal teams to collaborate and share information on legal matters as well as other investigations. Organization's staff can be tasked with role-based privileges that allow them to perform some functions such as reviewing items, managing searches, and creating exports.

Collaborative eDiscovery workflow also entails the advanced search functionality known as "search-within-search" which leverages collaboration between various departments to create target-centric searches that keep results focused on the dispute at hand. This can lower legal costs by reducing the volume of data that needs to be reviewed by external professionals. Additionally, it allows results saved to be divided among multiple users to reduce the workload on everyone's plate thus expedite the review process.

Mailbox Continuity

This is an add-on feature that optimizes emails and safeguards data against loss or disruptions that result from email outages.

Enterprise Vault Mailbox Continuity offers a hosted failover system which is activated automatically when an outage occurs. It allows users to keep receiving and sending messages even when the mail system is down.

Safety and Security

Through a principle of security in-depth, which involves a layered approach to integrity, confidentiality, and availability, Veritas Enterprise Vault ensures that infrastructure and clients data are safe.

When it comes to integrity, Enterprise Vault uses industry standard encryption protocols such as Transport Layer Security and Secure Socket Layer to ensure that data is not altered during transmission or when in storage. It also provides authentic customer IDs and customer journal addresses that can't be cloned.

To guarantee confidentiality, Enterprise Vault uses AES 256-bit encryption to protect customer data and ensure that only authorized persons have access. It also segregates customer data in the archive to make it hard for intruders to decipher.

Automated Directory Synchronization

Enterprise Vault also provides the Cloud Link tool which automatically creates a new archive account every time a new Domino or Exchange user is created.

Enterprise Vault also boasts robust and high-performing data centers which provide 99.99% uptime. They are also redundant to ensure that data and services are available in case of a system failure.

Flexibility and Adaptability

Enterprise Vault delivers value today while at the same time help organizations meet their future needs. A flexible archiving solution will mitigate operational risks and accommodate various datasets. Conversely, without adaptability, the dangers of non-compliance will be perverse.

Understanding this, Enterprise Vault boasts a flexible and adaptable design that delivers long-term archival for multiple data sets from several sources. It helps monitor and govern data and information lifecycle, as well as provide solutions without disruption thereby ensuring that relevant content can be retrieved when needed.

Since every organization is different, you need a platform that resonates with your business' unique needs. Enterprise Vault delivers what your organization is looking for today, as well as prepares your organization for future information recovery. Besides, it also helps you adhere to current and potential future archiving requirements.

Enterprise Vault Benefits in Nutshell:

- Works to improve operational efficiency and help organizations comply with archiving requirements.

- Provides flexibility to accommodate current needs and adaptable to future requirements.

- Supports data from a myriad of content sources besides email.

- Built on a tried and tested solution that has been on the market for nearly two decades

- Allows users complete exploitation of archived information.

- Reduces overhead IT costs and lowers business risks.

Conclusion

Since there are several archiving solutions on the market, it is crucial that you conduct due diligence on the vendor you want to partner with.

This helps determine whether they can actually deliver what they are promising. Enterprise Vault is the leading cloud-based archiving solution that has been around for more than 17 years.

Having worked with some of the best organizations around the globe, Enterprise Vault has amassed unparalleled experience which enables them to deliver top-tier archiving and eDiscovery services.

To explore more on the solution, contact us to speak with an expert

expertise@sitechnologies.com

ESI Technologies
www.esitechnologies.com
1-800-260-3311

MONTREAL
TORONTO
QUEBEC

1550 Metcalfe St., suite 1100
Montréal, QC H3A 1X6
514 745-2524   1-800-260-3311