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White Paper

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*Take Control of SharePoint Proliferation
with Unified Recovery, Retention, and
eDiscovery*

Mimosa NearPoint for Microsoft SharePoint

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Introduction

History has a way of repeating itself. Thankfully, when we learn from the mistakes of the past, we are able to address new challenges more quickly and in smarter ways. In the early 1990s, email emerged as a collaboration mechanism, speeding up communications between multiple parties. It started as a tool only available to high-ranking executives, but quickly grew into the most dominant form of communication. As email use proliferated in the mid-1990s, the volume grew to the point where email servers buckled and IT organizations had to grapple the need to:

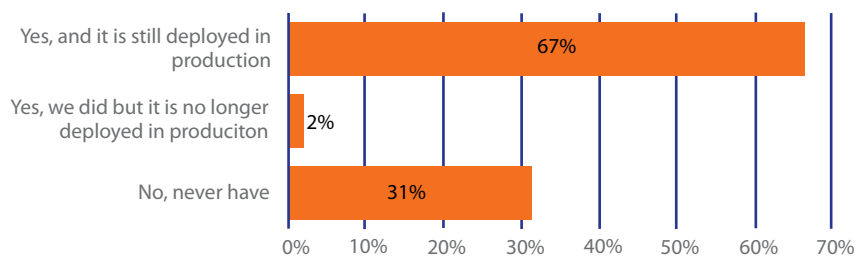
- Maintain server performance and data-recovery time while an enormous volume of email sat on the production server
- Back up exponentially increasing amounts of data
- Perform time-consuming and expensive restoration of back-up tapes in response to discovery requests

These challenges led many organizations to email archiving. Archiving alleviates the burden on email servers by moving data to cheaper storage, minimizes back-up windows by reducing the amount of data to back-up, and streamlines eDiscovery by providing an interface through which to collect all potentially relevant emails and attachments without having to find and restore content from back-up tapes.

Currently, a very similar story is playing out with Microsoft® SharePoint®, a new collaboration tool spreading virally throughout organizations. SharePoint enables efficient and effective team collaboration, version control for documents edited by multiple team members, and faster access to information via search, while enabling users to create new forms of important content like blogs and wikis in a managed fashion. SharePoint brings a new level of structure to high-volume, user-generated content which, until recently had simply been dumped onto network file shares.

Due to a relatively low cost, ease of use, tight integration to Microsoft Office applications, and a wide range of features such as workflow, search, and access control, SharePoint has gained huge traction in the market. The Association of Information and Image Management Professionals (AIIM) estimates that close to 70 percent of North American organizations have deployed SharePoint (see below).

Does/Did Your Organization Deploy SharePoint in a Production Capacity?
(i.e. Deployment is Recognized/Endorsed by IT and/or Business Management.)



Source: AIIM, 2009

As SharePoint continues to gain traction, organizations want to avoid the mistakes they made with email and instead proactively take control of SharePoint content before it takes control of them. As a result, many look to SharePoint archiving early in the process to enable storage management on the production SharePoint system, recovery of SharePoint content and data, and centralized retention management and eDiscovery.

Criteria for a SharePoint Archiving Solution

In choosing an archiving solution for SharePoint, it is important to ask these questions:

- **What scope of SharePoint content and metadata is captured?** Some solutions capture only a portion of SharePoint content, e.g., specific documents or document collections. This kind of capture supports fine-grained recovery. Others capture not only document-type content, but also all the context data for the environment—the rich data that makes a SharePoint site interactive (lists, blog and wiki entries, front-end web server information, and more). All of this content and metadata is important for eDiscovery, compliance, and recovery; a holistic archiving solution must capture and store it all. When content and context are captured, it is possible to perform coarse-grained recovery to restore or migrate full SharePoint environments.
- **How is the SharePoint content captured?** Content can be captured from SharePoint continuously or periodically. Continuous capture of all content related to specific departments guarantees your needs for compliance and eDiscovery are covered.
- **Does the solution provide more than just lower-cost storage?** Archives provide great value in enabling the move of content from production systems to cheaper storage, but an archive that can also facilitate recovery provides even greater value. Having archiving and recovery in one solution means less complexity for IT to manage and greater operational efficiency and cost savings.
- **How does the archiving solution enable end-users to access SharePoint content?** When end-users go to SharePoint to get their content, they don't want to be redirected and they don't want to search two repositories for data. Rather, the right solution will make access seamless, leaving content directly accessible through the SharePoint interface. It will also integrate seamlessly with the SharePoint search index, allowing archived content to appear in search results alongside active content. Be sure that your archiving solution enables seamless end-user access so that you don't have to train users on new ways to access their information.
- **How does the solution enable eDiscovery and retention management?** Since the amendments to the Federal Rules of Civil Procedure (FRCP) took effect in 2006, organizations have struggled to implement defensible litigation holds, especially on high-volume content sources like SharePoint. A good archiving solution will allow very granular controls over retention; that granular control

stems from comprehensive capture capabilities and flexible retention rules. A unified content archive allows an organization to quickly implement item-level litigation holds and conduct eDiscovery through one simple interface.

- **Is the solution part of an integrated content archiving platform?** The most efficient archiving solution unifies email, file, and SharePoint archiving. Not only does this make tasks like setting litigation holds faster and easier, but it reduces storage costs by providing single-instance storage across all the content sources.

This paper introduces Mimosa NearPoint™ for Microsoft SharePoint® the most complete SharePoint archiving and recovery solution on the market. Mimosa NearPoint for Microsoft SharePoint features a comprehensive capture approach for SharePoint content, enabling archiving and recovery in one solution. Additionally, NearPoint allows organizations to consolidate SharePoint content to lower cost centralized storage and apply single instancing for storage costs savings. By consolidating the content to NearPoint, organizations also streamline eDiscovery—there is one place to search for all SharePoint content and apply item-level litigation holds.

SharePoint Benefits and Challenges

The SharePoint offering from Microsoft encompasses two products—Windows® SharePoint Services™ (WSS) and Microsoft Office SharePoint Server (MOSS). Organizations deploy SharePoint to make information more accessible to end users and to enhance collaboration among work groups. Recent Enterprise Strategy Group (ESG) research on over 1,000 worldwide organizations indicates nearly one out of two respondent companies has deployed or is planning to deploy MOSS.¹

The benefits SharePoint delivers are undeniable: better and more efficient team collaboration, version control for documents edited by multiple team members, and faster access to information through searches. SharePoint brings a new level of structure to high-volume, user-generated content. However, the viral spread of SharePoint throughout organizations combined with its distributed deployment model presents significant challenges to the efficient management of this collaboration environment:

- **Limited native backup and recovery.** The existing SharePoint backup solution is limited for any organization beyond a small business because of the time for recovery (RTO), the inability to provide item-level recovery, and the significant hardware costs for recovery. The built-in SharePoint recovery tools require a separate recovery farm of servers and disks that can modify metadata such as date and time stamps and IDs of users who checked in the document when items are recovered. Recovery is a time-consuming, multi-step process. SharePoint's native backup operation involves reading a large amount of data, so running it frequently can interfere with system performance and even block end-user access to sites. In fact, the SharePoint backup

¹ Research Report, "The Impact of Microsoft SharePoint on IT Infrastructure and Information Management," March 2009.

tool, Stsadm.exe, is intended to back up and restore top-level Windows SharePoint Services Web sites, it is not designed for item-level recovery.

- **Increasing storage costs.** The distributed nature of SharePoint deployments allows content to grow virtually unfettered. While it is possible to manage storage size by setting size quotas on site collections, this may limit end-user productivity and it hinders the ability to manage the information lifecycle effectively based on size and age of content. It is also exactly what organizations tried—and failed—to do with email. Organizations using MOSS can employ Information Management Policies, which can allow for the expiration of content, but these are time consuming to implement in environments with many web applications and/or multiple SharePoint farms. In addition, SharePoint's Version Document Libraries store full copies of document versions (not just the delta between versions), resulting in significant additional storage costs.
- **Retention management.** It is challenging to implement effective retention and disposition policies to reduce eDiscovery and compliance risks because of the lack of central control over distributed deployments and the difficulty implementing Information Management policies in organizations with multiple SharePoint farms.
- **eDiscovery.** SharePoint does not offer an interface or workflow for legal teams to perform activities such as conduct unified searches across deployments, place a legal hold without making another copy of an item, or review, tag, and log exports of potentially responsive content.

Mimosa NearPoint for Microsoft SharePoint

Mimosa NearPoint for Microsoft SharePoint provides a holistic solution for managing SharePoint data with integrated archiving, recovery, and eDiscovery. Mimosa NearPoint for Microsoft SharePoint is the only SharePoint management product to combine both archiving and recovery while maintaining consistent end-user access to information. In addition, NearPoint for SharePoint offers the most comprehensive SharePoint data capture available. Customers can capture all content types and associated metadata and attachments, perform continuous capture, and preserve the relationships between sites and content. NearPoint also provides full-text indexing and global single instancing on all SharePoint content added to the archive. Optionally, the archived content can be stubbed or extended from SharePoint into the NearPoint archive to enable storage cost savings while maintaining seamless end-user access through stubs (or pointers) to archived items. Moreover, Mimosa NearPoint also manages the retention and disposition of SharePoint content across the archive in accordance with organizational policies.

With Mimosa NearPoint for SharePoint, customers gain multiple benefits:

- **Fast, in-place, and cost-effective recovery.** NearPoint combines archiving and recovery into one product, leveraging the same copy of content for both end-user access and recovery. This

eliminates the need for expensive scratch areas to enable recovery and allows administrators to recover individual items in a matter of minutes without having to restore full SharePoint environments.

- **Full-fidelity recovery.** Because NearPoint captures and preserves both content and context, organizations benefit from recovery with zero data loss. For example, workflow tasks associated with content are hard for competitive solutions to recover along with the content. The result is content that is restored to a state that is not useful to the organization. With Mimosa NearPoint for Microsoft SharePoint, content is recovered with all associated metadata like workflow tasks. The recovered content is immediately useful within its process context.
- **Flexible, dynamic retention management.** Organizations can apply retention policies to content based on multiple rules and can select only the content types (for example, documents or sites) on which those policies are executed. Because the archive manages content from distributed SharePoint farms, customers can centralize retention policy management in NearPoint. Retention policies are dynamic and can be changed as needed. In addition, NearPoint provides item-level legal hold, reducing the risk of adverse inference in the event of eDiscovery.
- **Low-cost eDiscovery.** Customers reduce the cost of collection by proactively managing SharePoint content in one unified archive. NearPoint lowers the cost of review by allowing organizations to cull the amount of responsive data with powerful search capabilities. Organizations gain efficiencies in review and early case assessment with NearPoint's case management and eDiscovery workflow.
- **Reduced storage cost.** Organizations consolidate the content from multiple NearPoint farms into one archive that provides single-instance storage and advanced versioning. This also helps increase the operational efficiency of production SharePoint environments by offloading content to NearPoint while maintaining seamless access for end-users.

Comprehensive Capture of SharePoint Content by Mimosa NearPoint

SharePoint is much more than a collection of documents. An archiving and recovery solution must be able to capture and store all the SharePoint content types needed for archiving. Content types are a core concept used throughout SharePoint and are designed to help users organize their SharePoint content in a more meaningful way. A content type is a reusable collection of settings applied to a certain category of content. These settings include the content type template, which metadata or columns to display, workflow associations, information management policies (for MOSS), and conversion types supported. Content types enable central management and easy reuse of the metadata and behaviors of a particular type of content.

There are three basic categories of content types: DOCUMENT (and types derived from it LIST CONTENT, and FOLDERS).

1. **The DOCUMENT** content type and its derivatives are typically document libraries—including objects like picture or slide show libraries. Essentially, the DOCUMENT and related content types consume the most storage in the SharePoint content databases (as most are binary files such as Microsoft Word and Excel).
2. **LIST** content types are objects like events, issues, announcements, blog posts, tasks, and so on. They are not documents, but metadata with the body property and links. In addition, list items may contain attachments that are binary files.
3. **FOLDER** is another content type and types like discussions are derived from it.

WSS has its basic content types; MOSS adds additional content types. Additionally, there are custom content types which may be created by customers or automatically generated by SharePoint (for example, in the case of Surveys).

Mimosa NearPoint supports capture of the full range of SharePoint content types, including common ones like:

- documents
- XMLdocuments
- pictures
- masterpages
- wikipages
- basicpages
- webpartpages
- events
- issues
- announcements
- links
- contacts
- messages
- tasks
- workflowtasks
- admintasks
- workflowhistories
- blogposts
- blogcomments
- folders
- discussions
- documentworkflowitems
- slides
- dashboardpages
- reports
- items
- decisions
- directions

Custom content types are also easily added to NearPoints capture scope. For each content type, custom fields can be identified for indexing purposes. Furthermore, these custom fields could also be exposed in Mimosas eDiscovery client application for search queries.

The content types list is displayed in the two following NearPoint applications:

1. **NearPoint Management Console**—allows capture, stubbing, retention, and versioning rules to be specified for each content type
2. **eDiscovery**—allows auditors and/or legal staff to sort and filter result sets by particular content types when conducting searches in response to discovery requests or investigations

SharePoint also gives organizations the ability to create custom metadata for content. For example, because SharePoint is a content management system, it also allows users to add workflow and process management to the content they create. Workflows are a sequence of conditions and actions that are typically associated to a list or library, but can also be associated to a content type.

A workflow is deployed and activated within any site collection where the workflow template is desired. From there, the workflow association is made. It can be applied to select lists, libraries, or content types within the site collection where it has been deployed. After this association, which is in fact a binding of the workflow template, individual list items or documents can enter the workflow process. When a workflow is associated, there is a task list and a history list in the site. These lists contain workflow related information for each item that enters the workflow.

As a list item or document progresses through a lists workflow process, the actions taken on the item result in a workflow history. Each list item or document develops its own workflow history. This information is stored as a workflow instance, and each workflow instance is a property of a particular list item or document. The workflow instance is stored in a workflow history list. The workflow history list is hidden, but users can see the workflow history for specific items.

Archiving and recovery solutions must be able to capture and manage SharePoint's custom metadata, but also be aware of additional related information from other lists (as in the case of workflows). For example, the solution must include the workflow history for each item when it is recovered. NearPoint for SharePoint can archive and protect workflows. NearPoint provides full integrity recovery for workflows even if the task and workflow history lists have been deleted or damaged on the recovery destination. When content with an associated workflow is recovered, it has the complete and accurate history and the task list intact. Other solutions in the market do not recover the history, nor do they consider the workflow associations and the repair work necessary for them to be accurate. These limitations result in broken workflows on recovery. NearPoint provides full integrity workflow recovery. NearPoint also captures and manages other important SharePoint elements, including:

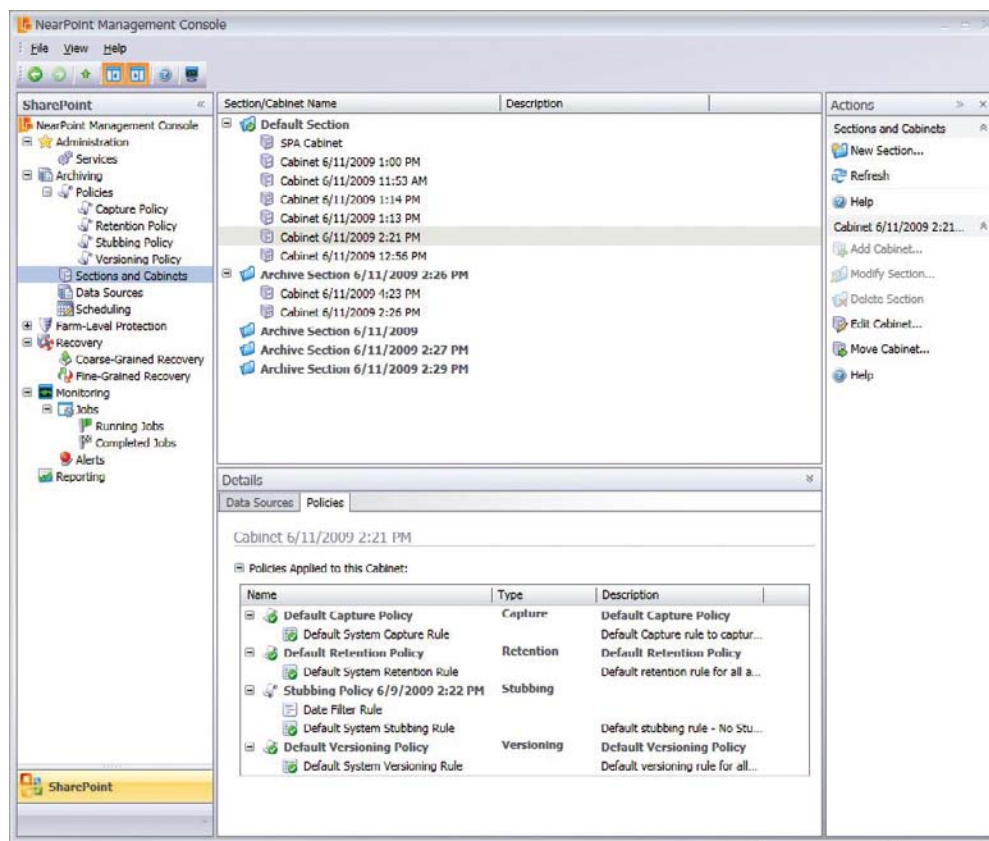
- Site and list templates
- Permissions (at all levels, including folder)
- SharePoint solutions and features
- Web parts
- Navigation options
- List item attachments
- List item versions and version history

SharePoint Archiving Made Easy

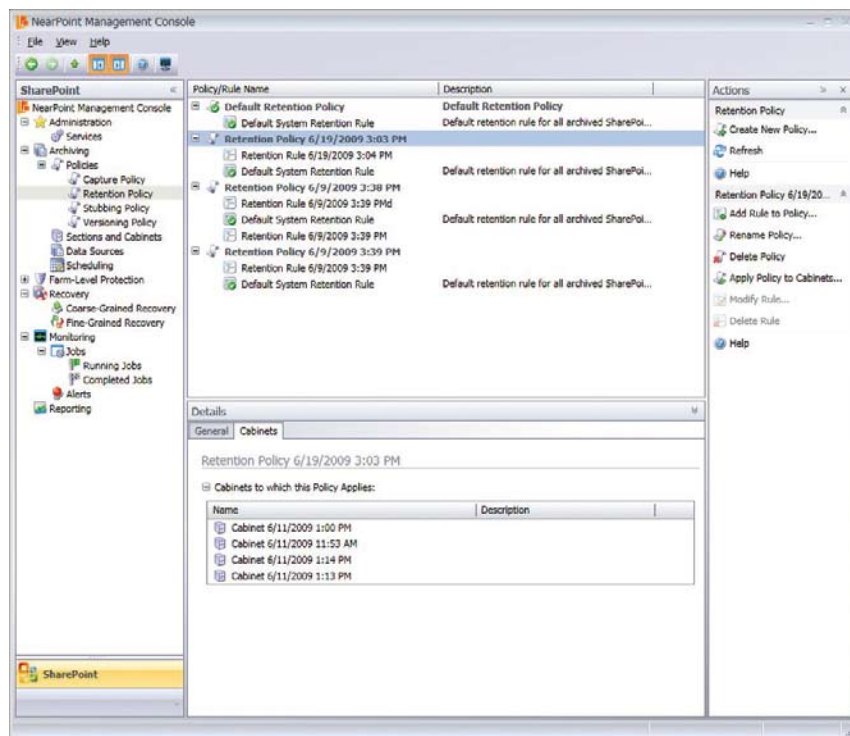
To configure Mimosa NearPoint for Microsoft SharePoint comprehensive capture capabilities, establish the first full copy of the MOSS environment within the archive. This is accomplished using Microsoft's Volume Shadow Services (VSS), which takes a snapshot of the entire environment and stores that copy containing all of the necessary contextual information from a MOSS or WSS Farm within NearPoint. NearPoint can also crawl through a MOSS Farm for the initial first capture of content to the archive using the SharePoint Object Model. The content in the NearPoint archive is kept up to date by incremental capture. Incremental capture can optionally leverage the SharePoint Change Log.

Archiving the content is simple and easy for administrators. Content is grouped into sections—logical groupings of content for such things as a physical or geographic location or a department. Each section can have sub-groupings, called cabinets, which are collections of policies and the content sources to be captured using the same policies. These groupings make it easy to organize the archived content. The series of screenshots below visualize how easy it is to use NearPoint for SharePoint.

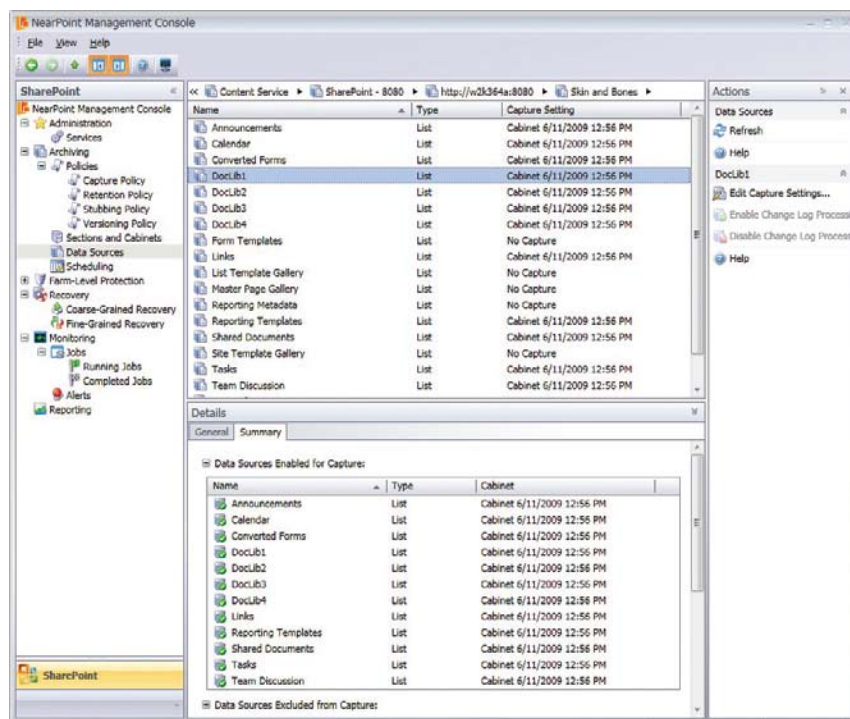
First, create a cabinet in which to store the content:



Next, create policies and associate them to one or more cabinets:



Finally, select the source location from SharePoint which to archive and enable it for capture by associating a cabinet:

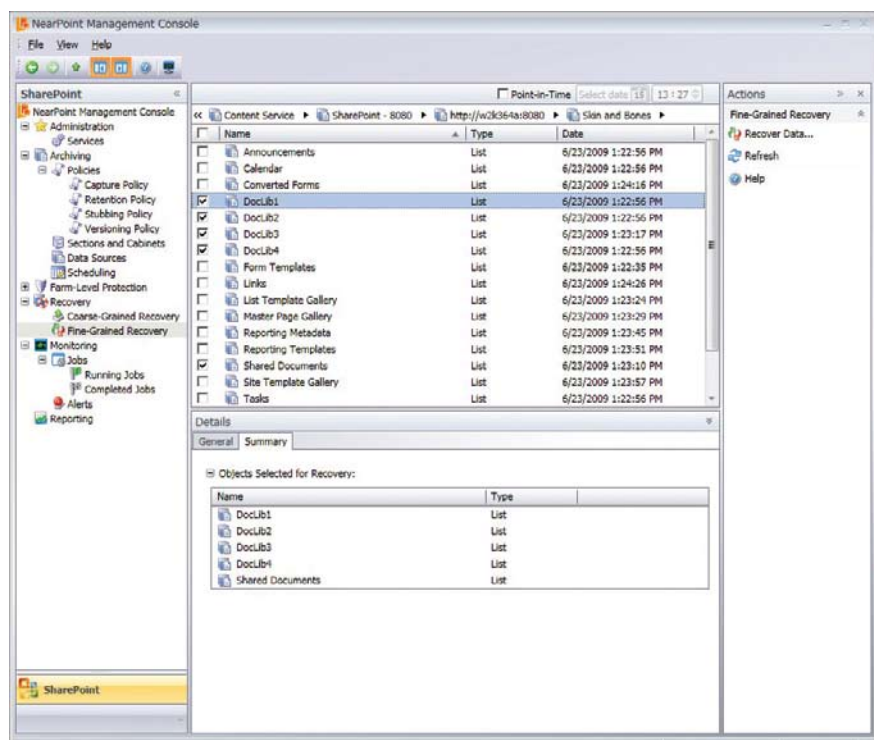


Now, the administrator selects the archiving jobs to run and it's as simple as that to set up archiving of SharePoint content to NearPoint.

Coarse- and Fine-Grained Recovery with Mimosa NearPoint

Mimosa Systems first made a name for itself in 2005 with an innovative approach to archiving Microsoft Exchange email. That approach combined both data protection and recovery with advanced archiving capabilities in one solution. It was a unique take on archiving that ultimately has led to over 1,000 enterprise customers in less than four years. Now, Mimosa brings this unique, integrated archiving and recovery approach to SharePoint. Because NearPoint captures the full SharePoint environment as well as incremental changes, the product enables both fine-grained and coarse-grained recovery.

Fine-grained recovery refers to the ability to recover SharePoint content at a very granular level, for example recovering just a specific document or list without having to restore the full SharePoint environment or content database. To enable this, NearPoint captures the SharePoint hierarchy to the NearPoint database. Administrators can then browse and search the SharePoint hierarchy through the NearPoint Management Console to define the recovery scope (for example, a specific item) and destination (see below and notice how the SharePoint hierarchy is displayed in the NearPoint Management Console). They can then restore the item(s) to the original location or to a new destination and NearPoint will automatically resolve any discrepancies and respect any assigned permissions. With this feature, NearPoint provides full fidelity, fine-grained recovery without the prerequisite of maintaining a separate full copy. Other solutions require a full backup copy to provide recovery and a separate copy for the archive to provide end-user access. NearPoint uses the same copy of the content for archiving and recovery.

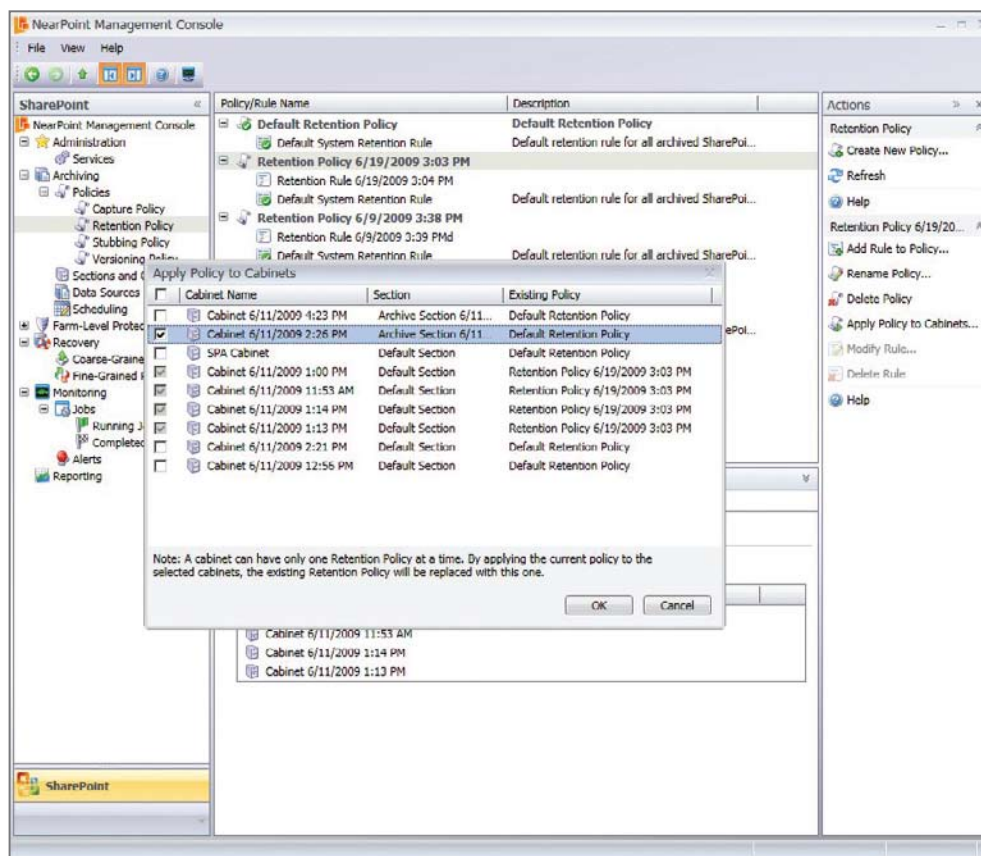


NearPoint for SharePoint Fine-Grained Recovery.

Coarse-grained recovery refers to restoration of a full SharePoint environment. NearPoint for SharePoint recovers not only the content within the SharePoint environment, but also all of farms components. NearPoint for SharePoint can recover the full environment, giving administrators a recovery/migration solution for SharePoint components such as Content and SSP databases, FE Web Server, config and admin database, search database, and search files.

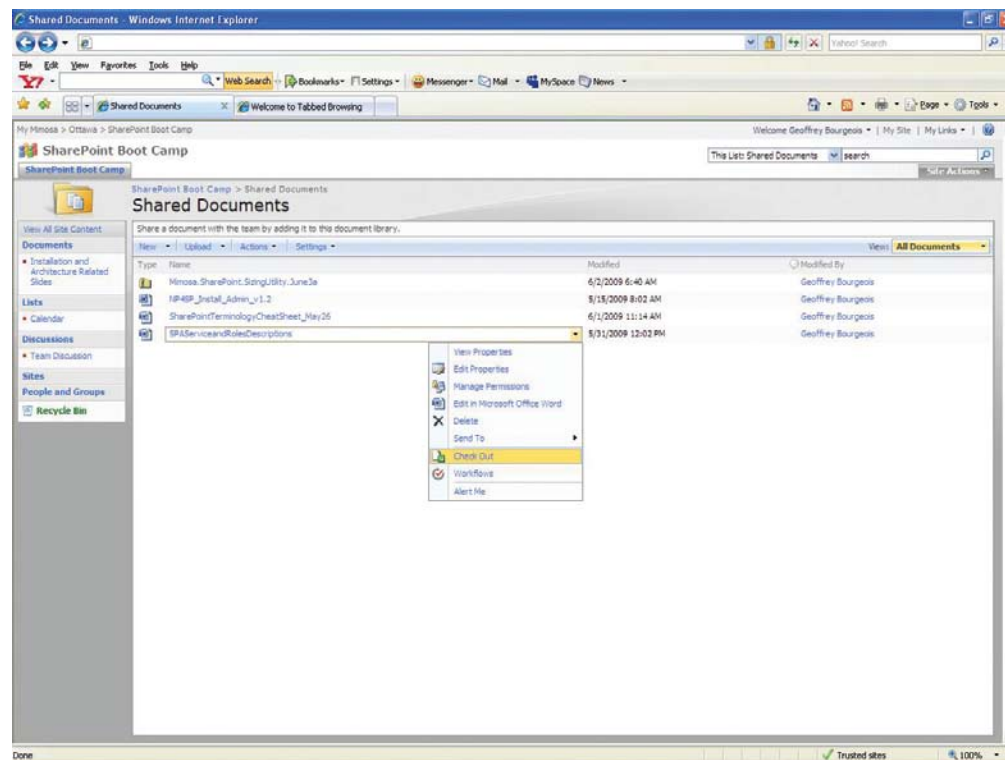
NearPoint for SharePoint's Flexible, Granular Retention Management

Even if using SharePoint's Records Center feature to manage business records according to a file plan, organizations find that they need more flexible controls to manage the retention of all the content within SharePoint environments. This is because all of that content is subject to eDiscovery and litigation holds. SharePoint is deployed in a very distributed manner, making it difficult to centrally and consistently manage the retention of all the content. However, NearPoint for SharePoint provides the solution, making it simple and easy to manage a single version of the truth and make that content available quickly for eDiscovery and litigation holds. As the following screenshot shows, it is very easy to apply retention policies to cabinets of SharePoint content. Simply apply a new or existing retention policy to cabinets.



Truly Seamless End-User Access to SharePoint Content

At the core of any good archiving solution is the ability to provide users access to their content in ways that do not interrupt their typical processes. Mimosa NearPoint did this well in the Exchange archiving world by providing users access to email directly in Microsoft NearPoint. The same is true with SharePoint content—users can access content seamlessly through stubs, or pointers, to original content. To users, these stubs look the same as original items, as can be seen below.



Seamless End-User Access to Archived SharePoint Content.

It is important, though, to remember that users do more than simply click on stubs in SharePoint. As a content management system, SharePoint provides the ability to search across SharePoint environments for the right content. It would be frustrating for users to have to search SharePoint and NearPoint separately to search they were searching both active and archived content. Yet, that is what many competitive solutions force users to do. Mimosa NearPoint for Microsoft SharePoint makes archived content seamless even to the search mechanism within SharePoint. When a user searches SharePoint, both active and archived content are returned in the same set of search results. Users can then click on the document they need and open it as they normally would, even if it has been archived. The figure below shows both active and archived content in a set of search results.



Mimosa NearPoint for Microsoft SharePoint Provides SharePoint Storage Consolidation and Cost Savings

One of the reasons that SharePoint has taken hold so quickly is the rapid spread of distributed deployments throughout organizations. Many workgroups within organizations deployed their own SharePoint sites before IT even sanctioned use of the tool. As a result, SharePoint has become yet another dumping ground for content. As users add more and more and more content, it becomes very difficult to control storage costs. Because of the distributed deployment model, content that exists in a New York SharePoint farm could be identical to content that exists in a London SharePoint farm, but the organization pays to store the duplicate content. In addition, SharePoint Version Document Libraries store full copies of document versions even if there are only tiny changes between versions. This adds unnecessary storage.

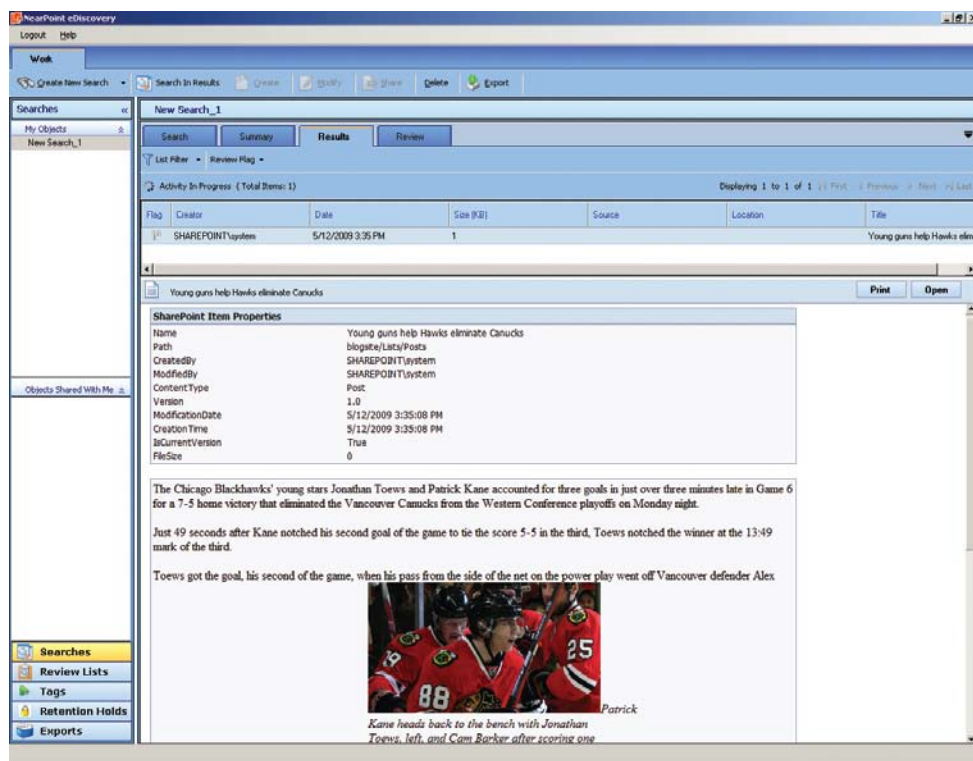
NearPoint for SharePoint controls storage growth within SharePoint environments in two ways. Firstly, NearPoint provides single-instance storage across all SharePoint content. In this way, only one copy of any duplicate item is stored. This alone results in massive storage savings. Secondly, NearPoint archives only the delta between new and older versions of the same item. Thus, NearPoint reduces the amount of content to store in a way that SharePoint cannot by itself.

In addition, Mimosa NearPoint provides single-instance storage of SharePoint content across other archived content sources such as email and file system content. When used as part of an integrated content archiving platform, NearPoint provides even greater storage cost savings.

Mimosa NearPoint for Microsoft SharePoint Solves SharePoint eDiscovery and Litigation Hold Issues

When organizations are hit with discovery requests as part of litigation or compliance proceedings, they often spin wheels trying to restore back-up tapes and run multiple searches across multiple content sources. The result is expensive, time-consuming, and frustrating eDiscovery efforts that, even worse, are not repeatable—the same experience is bound to occur again and again without the right tools.

Mimosa NearPoint provides a comprehensive archiving platform for email, file systems, and SharePoint content. When it comes time for eDiscovery or to put any of that content on litigation hold, the effort required is minimal. Simply type keywords, phrases, or Boolean operators into the simple user interface and NearPoint provides results across email, files, and SharePoint content, as seen below.



Mimosa NearPoint eDiscovery.

With NearPoint's eDiscovery module, organizations can place litigation hold at the item level—resulting in no more over-collecting and unnecessary processing and review costs. In addition, organizations no longer have to worry about surprise content; instead, they are proactively managing all the high-volume, user-generated content that has for so long given them eDiscovery headaches.

Mimosa NearPoint for Microsoft SharePoint is the Right Choice for SharePoint Archiving and Recovery

Mimosa Systems offers a SharePoint Archiving and Recovery solution that has the tightest integration with SharePoint of any product on the market. With Mimosa NearPoint for SharePoint, customers get all the benefits SharePoint has to offer, while gaining more control over the growth and management of SharePoint content and storage, better risk management with centralized retention policies and legal hold, and the ability to sleep well at night knowing recovery at any level of granularity is immediate. Mimosa NearPoint for SharePoint offers:

- The most comprehensive capture of SharePoint content
 - Capture all content types through the Object Model
 - Preserve relationships between sites and content (maintain context)
 - Continuous capture using Change Notification
- Integrated archive and recovery
 - In-place item-level recovery
 - Coarse-grain recovery
 - Full recovery of database and file systems data
 - Full-fidelity recovery including SharePoint workflows
- Easy end-user access to information through stubs and SharePoint search
- Storage of document version deltas to save storage costs
- Single-instance storage across all content-types – documents, images, sites
- Advanced eDiscovery workflow and in-place legal hold

About Mimosa Systems

Mimosa Systems, Inc. delivers next-generation email, file and SharePoint archiving solutions for information immediacy, discovery, and continuity. Mimosa NearPoint is the industry's most comprehensive unstructured information management software solution for email, files, collaboration systems and instant messages, enabling archiving, eDiscovery, storage management, and recovery in a unified solution. Mimosa is a Microsoft Gold Certified Partner, recognized for its competencies in networking infrastructure solutions, ISV/software solutions, and advanced infrastructure solutions. Mimosa was founded in 2003 and is based in Santa Clara, California, with offices in Canada, France, Germany, the United Kingdom, Japan, China, Australia, and India. For more information, visit <http://www.mimosasystems.com>.



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