



Symantec Enhances E-Mail Management and Retention Features for Enterprise Messaging

Partner: Symantec

Web Site: www.symantec.com

Partner Size: 17,500 employees

Country or Region: United States

Industry: Professional services—IT services

Partner Profile

Symantec, based in Cupertino, California, is a Fortune 500 company that provides security, storage, and systems management solutions to help customers secure and manage their information.

Software and Services

- Microsoft Server Product Portfolio
 - Microsoft Exchange Server 2010
- Microsoft Office
 - Microsoft Office Outlook
- Symantec Enterprise Vault 8.0

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Sean Regan, Senior Manager for Enterprise Product Marketing, Symantec

Symantec, a major global software provider, has more than 12,000 enterprise customers around the world running its Enterprise Vault product in Microsoft® Exchange Server environments. For the Microsoft Exchange Server 2010 launch, Symantec worked on new and enhanced technology, including its Enterprise Vault for Microsoft Exchange, to help customers migrate and manage their updated messaging platforms.

Business Needs

Symantec is a global company specializing in security, storage, and systems management solutions that help customers—from consumers and small businesses to the largest global organizations—protect and manage their information. Best known for its Norton Internet security software, Symantec also has a range of products and product families that provide features and functions such as endpoint encryption services, enterprise management tools, and data backup.

Symantec is also a Microsoft® Gold Certified Partner that has extensive

experience with customers running Microsoft enterprise software, including Microsoft Exchange Server. Since 1997, Enterprise Vault has helped customers store, manage, and discover information in Exchange Server. Enterprise Vault provides a cost-effective and easily administered platform for managing e-mail storage and for creating policies and procedures for recovering e-mail as part of routine business tasks or for legal processes.

Because of its extensive involvement with Exchange Server environments, Symantec became an early participant in a Microsoft technical adoption program

for Exchange Server 2010. Working with Microsoft, Symantec focused on identifying key features and enhancements that customers could benefit from after migrating to the latest version of Exchange Server.

Solution

Symantec decided to focus on initiatives that could help customers successfully migrate to Exchange Server 2010. "We felt that one of the best ways to add value would be to help customers with an easy migration to the new version of Exchange Server while providing additional features related to storage optimization and e-discovery," says Sean Regan, Senior Manager for Enterprise Vault Product Marketing for Symantec.

Enterprise Vault 8.0 for Exchange Server 2010 is a key element in Symantec's Information Management strategy, which helps Symantec customers store, manage, and discover content in Exchange Server and other applications. It provides several features that support Exchange Server 2010. For example, Enterprise Vault migrates older mail messages to the archive, and it offers single-instance storage and compression, which reduces storage requirements for e-mail and relieves Exchange Server 2010 of that function. Users can easily find and restore older mail items directly through the native Microsoft Office Outlook® messaging and collaboration client or Outlook Web App.

Enterprise Vault synchronizes with managed folders to map archived items with corporate retention policies. Enterprise Vault can also perform journal archiving to let organizations retain a

copy of all e-mail messages sent and received through Exchange Server 2010.

When organizations need to archive their PST files—the databases populating mailboxes in the Microsoft Office Outlook® messaging and collaboration client—Enterprise Vault streamlines and simplifies PST migration efforts while de-duplicating messages and attachments. When users need to retrieve these files, they can search the archive using native Office Outlook search, or they can navigate the original folder structure from Office Outlook or Outlook Web App. The Vault Cache feature in Enterprise Vault provides offline access to the PST archives for users when they are not connected to a corporate network.

Benefits

By participating in early development work on Exchange Server 2010, Symantec was able to deliver several benefits to its customers, including automated mailbox management and options for establishing specific retention policies. Symantec benefits Exchange Server customers further by making search and electronic discovery of communications fast and effective. "Our goal is to provide centralized e-discovery tools and storage management capabilities that complement not just Exchange Server 2010, but also other Microsoft collaboration technologies," says Regan.

- **Automated mailbox management.** Symantec helps customers handle large volumes of mail in Exchange Server 2010 efficiently. "One of the most used features of Enterprise Vault is automatic mailbox management," says Chris

Wilson, Senior Global Alliance Manager for Symantec. "Organizations can use it to reduce the size of individual messages and enforce storage management policies on mailboxes without forcing end users to work under a mailbox quota. They can also archive mail and provide easy access to those archives—even when users are offline."

- **Effective retention policies and procedures.** Symantec provides several tools that augment the enhanced retention policies feature in Exchange Server 2010. Administrators can configure these tools to apply retention settings to specific items or folders in a mailbox, at a per-organization, per-user level, or based on any attribute of Active Directory® service. "We build on this functionality with automatic classification technology that can classify messages based on content and store or delete them accordingly," says Brandy Kerr, Product Marketing Manager for Enterprise Vault at Symantec.
- **Fast search and e-discovery of communications.** The Exchange Server 2010 solutions provided by Symantec help organizations with the task of searching for and recovering specific messages. "With Enterprise Vault, organizations can set up a legal workflow and audit trail to validate the processes and steps taken in a discovery process," says Annie Goranson, Discovery Attorney for Symantec. "They can also configure this so it's done across multiple systems in addition to Exchange Server 2010, such as Microsoft Office SharePoint Server or Office Communications Server."