



**SYMANTEC  
ENGAGE  
HONG KONG** **2010**

## **Intelligent Archiving for Managing Unstructured Information**

Victor Law

Director, Specialist Sales, Asia Pacific & Japan  
Information Management Group



# Today's Information Challenges

## Unstructured information is growing exponentially

- 54% of storage shipped in 2007 used for unstructured information
- Storage growth increasing 50.55% per year
- Email is the #1 driver of storage growth



## Application scaling and performance is critical

- 90% of all corporate information created today is digital
- Users send/receive an average 17MB per day
- Companies will archive 200,000PB over next four years



## Information Management Survey Results

- 85% said protecting information is “important” or “extremely important”
- Email and SharePoint content growing >30%/year
- 75%+ ranked reducing storage “important” or “extremely important”



# Let's Put it Into Perspective

# of Employees	2,000	
Emails/Day	75	
Total Emails/Day	150,000	
Per Year	365	
Total Emails Per Year	54,750,000	
Years of Retention	7	
Total Emails	383,250,000	383 M
Average Message Size	100KB	
Total Storage Size	38,325,000 MB	38 TB

# PST's Are A Huge Problem



# We Delete Email After 45 days!

THE WALL STREET JOURNAL. TECH

## AMD vs Intel

Intel's email system automatically deleted emails in 35 to 45 days if employees did not take action to save them, a policy that AMD has criticized for its "grim reaper" impact on evidence in the case

## AMD vs Intel

The chip maker, stating that "it regrets the lapse in its retention practices" in a case filed by Advanced Micro Devices Inc., said it had already spent \$3.3 million to process computer tapes to help recover missing emails and expects to spend "many millions of dollars" in the effort

Intel

TECHNOLOGY | APRIL 25, 2007

## Intel's Email Recovery Effort Is Set to Cost 'Many Millions'

Article

Comments

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BY DON CLARK AND PEG BRICKLEY

Intel Corp. described costly steps it is taking to recover from a series of mistakes it made in preserving employee emails in a high-stakes antitrust case.

The chip maker, stating that "it regrets the lapse in its retention practices" in a case filed by Advanced Micro Devices Inc., said it had already spent \$3.3 million to process computer ...



Intel, AM attention  
February 2

AMD cra: Opterons  
February 7

AMD files against I  
June 28, 20

was autom stated.

Earlier this

Symantec Engage

by Tom Kraz

Intel filed a filing of Adv

Last month **allegations**

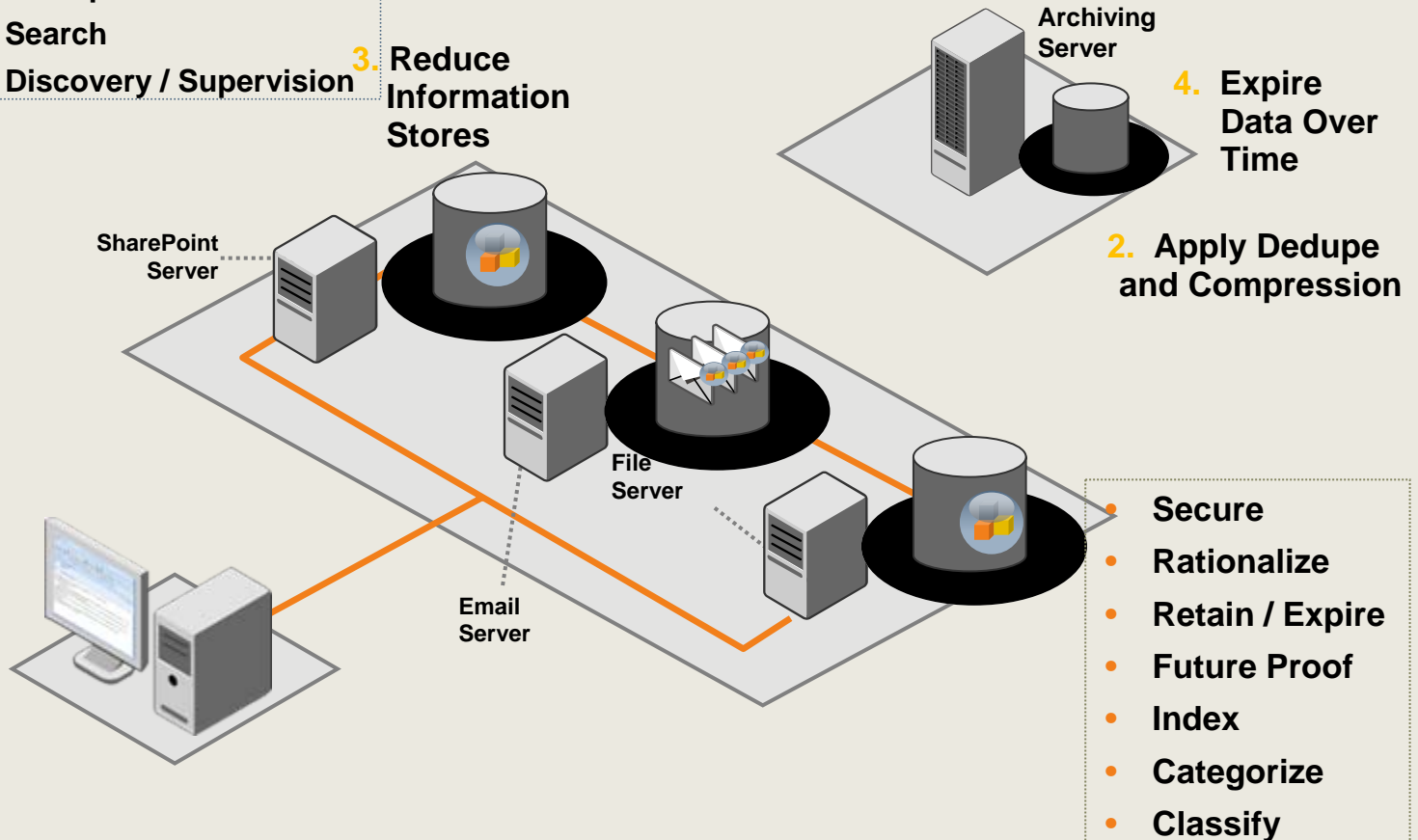
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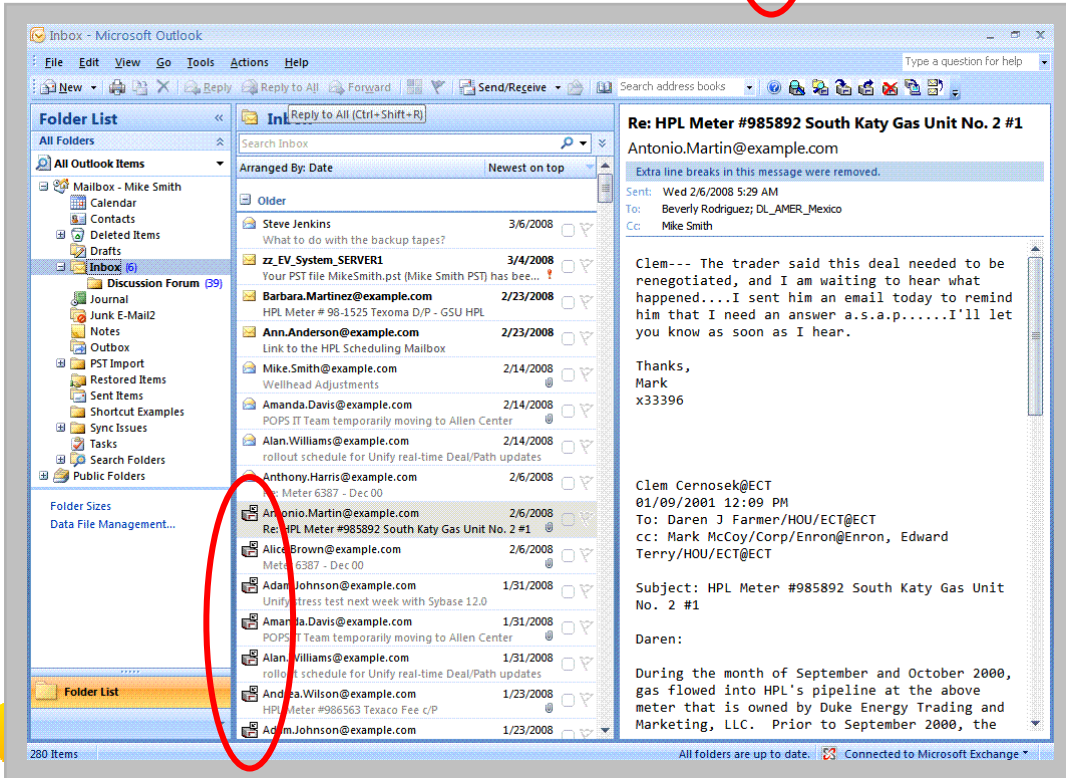
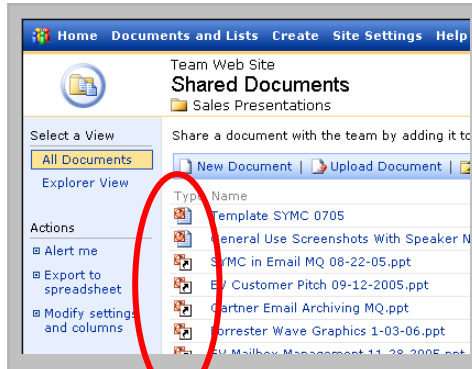
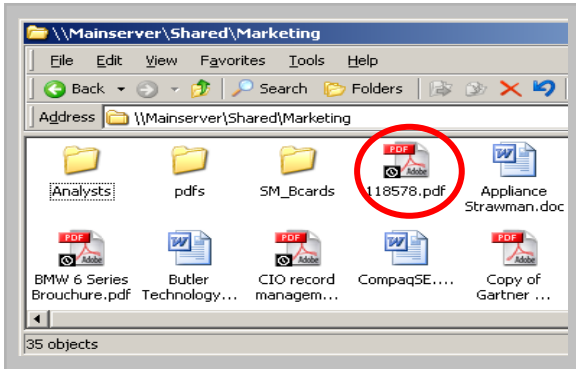
day after Al

# But, Here's How Archiving Can Help...

- Transparent Access
  - Search
  - Discovery / Supervision
- 1. Migrate information to archive**
- 3. Reduce Information Stores**



# Seamless End-User Experience



- Dynamic shortcuts
- Preview archived content
- Forward, reply, delete
- Archive, restore and search via toolbar/ menus
- Option for client-less deployment (“Universal Shortcuts”)
- Support for Outlook Anywhere and Outlook Web Access
- Support for Mac (Entourage) with Safari browser

# EV 8.0 New Features Highlight Virtual Vault

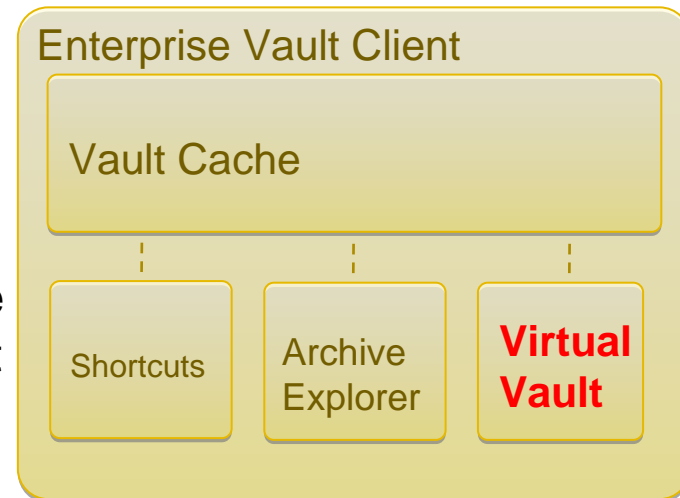
“Looks like a PST” & “Acts like a PST” but it’s the archive

- It is built into the EV Client
- No additional licenses required for Offline Vault or Vault Cache customers
- Virtual Vault requires Vault Cache to be enabled
- Virtual Vault supports Outlook 2003 & 2007 on Windows XP & Vista
- Virtual Vault requires EV 8.0 SP3 or above

## Full Feature Set

- Dynamic movement of archived items
- Reclassification for Retention Management
- Drag & Drop Support
- Forward, Reply & Add multiple items to a message
- Federated Search between Mailbox & Virtual Vault
- Instant Search within Folders
- Advanced Search support
- Outlook Rules support

EV 8.0 Client Framework



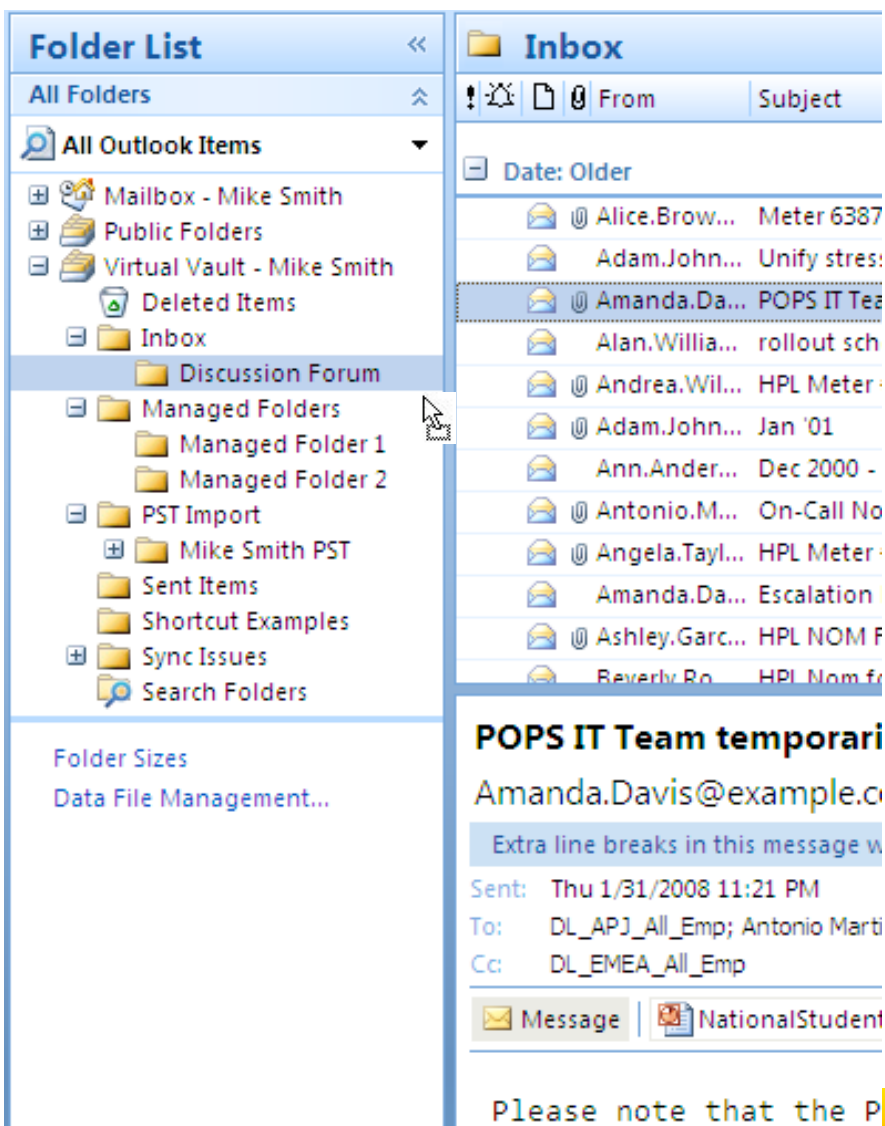
# User Actions and Virtual Vault

Standard Mailbox in Outlook

New Virtual Vault archive appears as new node, just like PST or Public Folders

The screenshot displays the Outlook interface. On the left, the 'Folder List' pane shows a hierarchy of folders. A red box highlights the 'Mailbox - Mike Smith' folder and the 'Virtual Vault - Mike Smith' folder, which contains sub-folders like 'Deleted Items', 'Inbox', 'Discussion Forum', 'Managed Folders', 'PST Import', 'Mike Smith PST', 'Sent Items', 'Shortcut Examples', 'Sync Issues', and 'Search Folders'. A red arrow points from the 'Standard Mailbox in Outlook' text to the 'Mailbox - Mike Smith' folder. Another red arrow points from the 'New Virtual Vault archive appears as new node, just like PST or Public Folders' text to the 'Virtual Vault - Mike Smith' folder. The main pane shows the 'Inbox' with a list of emails. The selected email is from 'Amanda.Davis@example.com' with the subject 'POPS IT Team temporary'. The email body shows the start of a message with line breaks.

# User Actions and Virtual Vault



- Drag & Drop Support:
  - Between Archive Folders
  - Items into Archive:\*
    - From Mailbox, PST's & Desktop
  - Items out of Archive:\*
    - To Mailbox, PST's & Desktop
  - Retention Classification Updated
- Archive Actions:
  - New Archive Folder
  - Delete Folder\*
  - Rename Folder

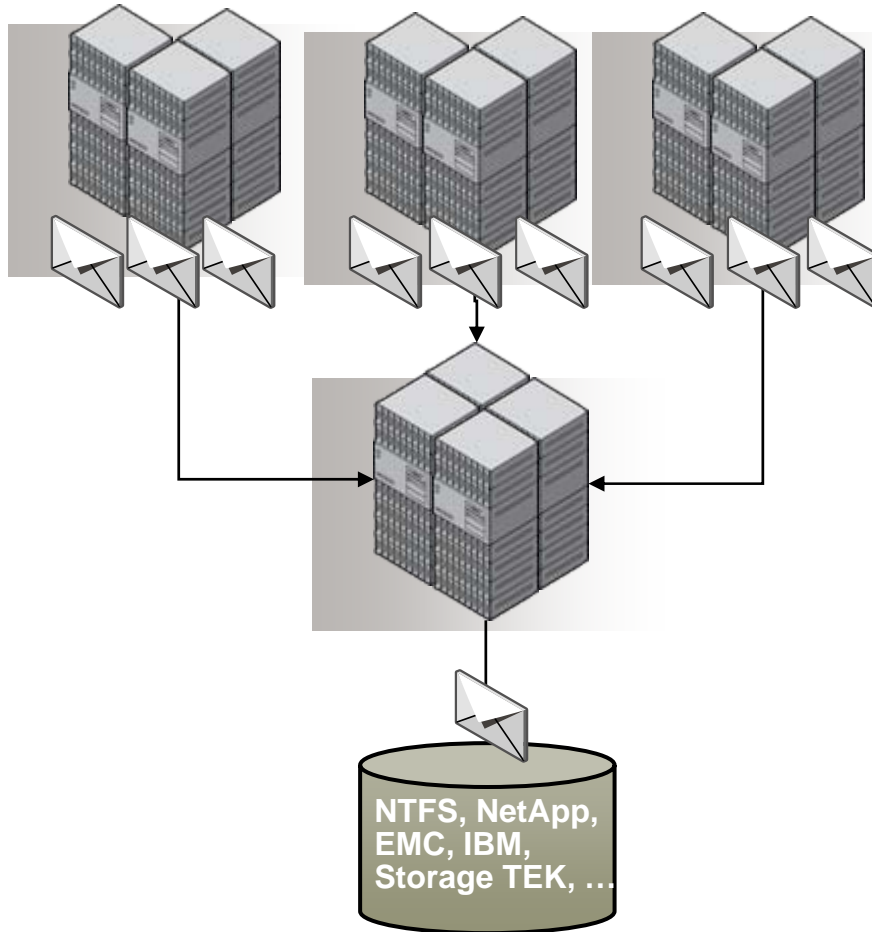
\* Policy Defined

# Storage Reduction through Optimize Single Instance Store

Exchange Servers

Vault Server

Storage



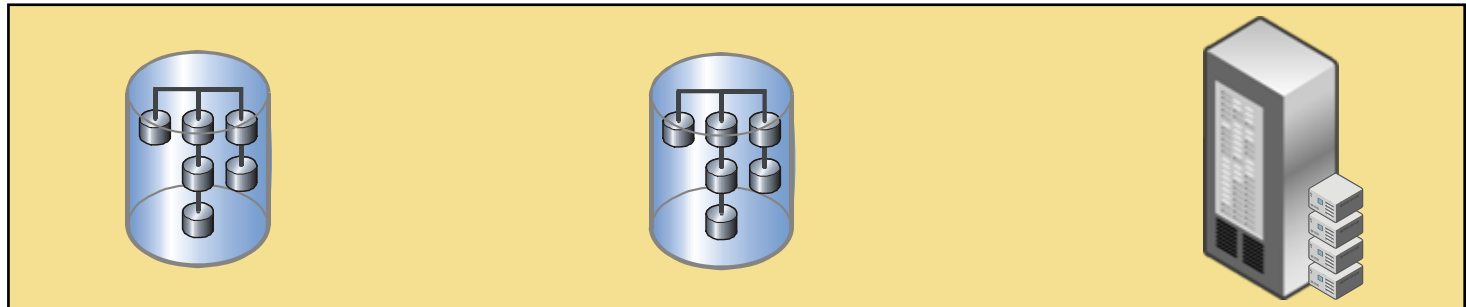
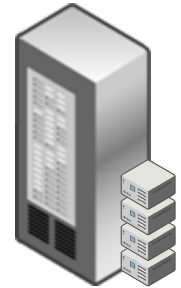
- Attachment-level sharing
- Dedupe between mailbox and journal archives
- Support DAS, SAN, NAS and WORM devices
- Support for block-level de-dup and/ or compression

# Storage Reduction through Secondary Migration

Primary File Server  
(Windows, NetApp,  
EMC, etc)

Enterprise Vault

Veritas NetBackup  
or IBM TSM

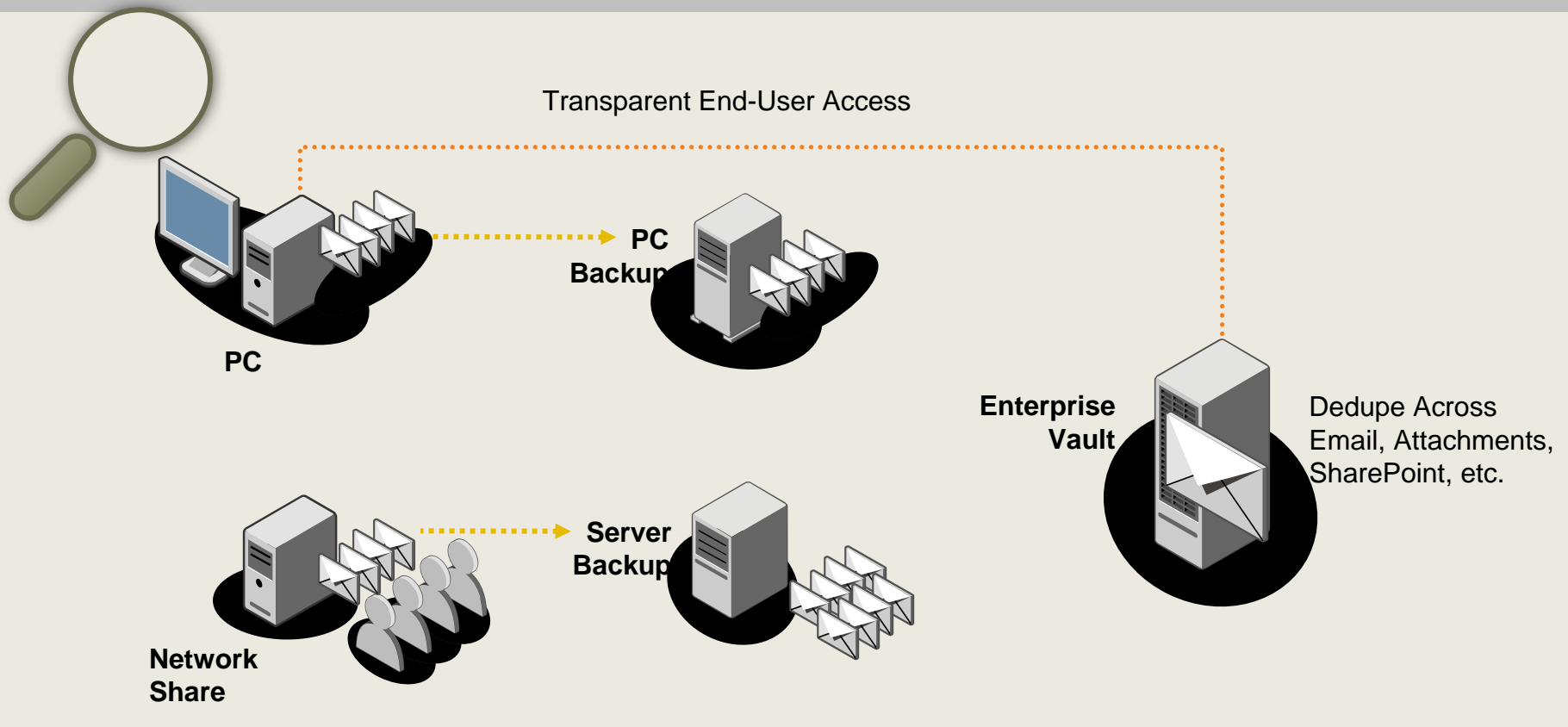


**Primary Storage**

**Disk Archive**

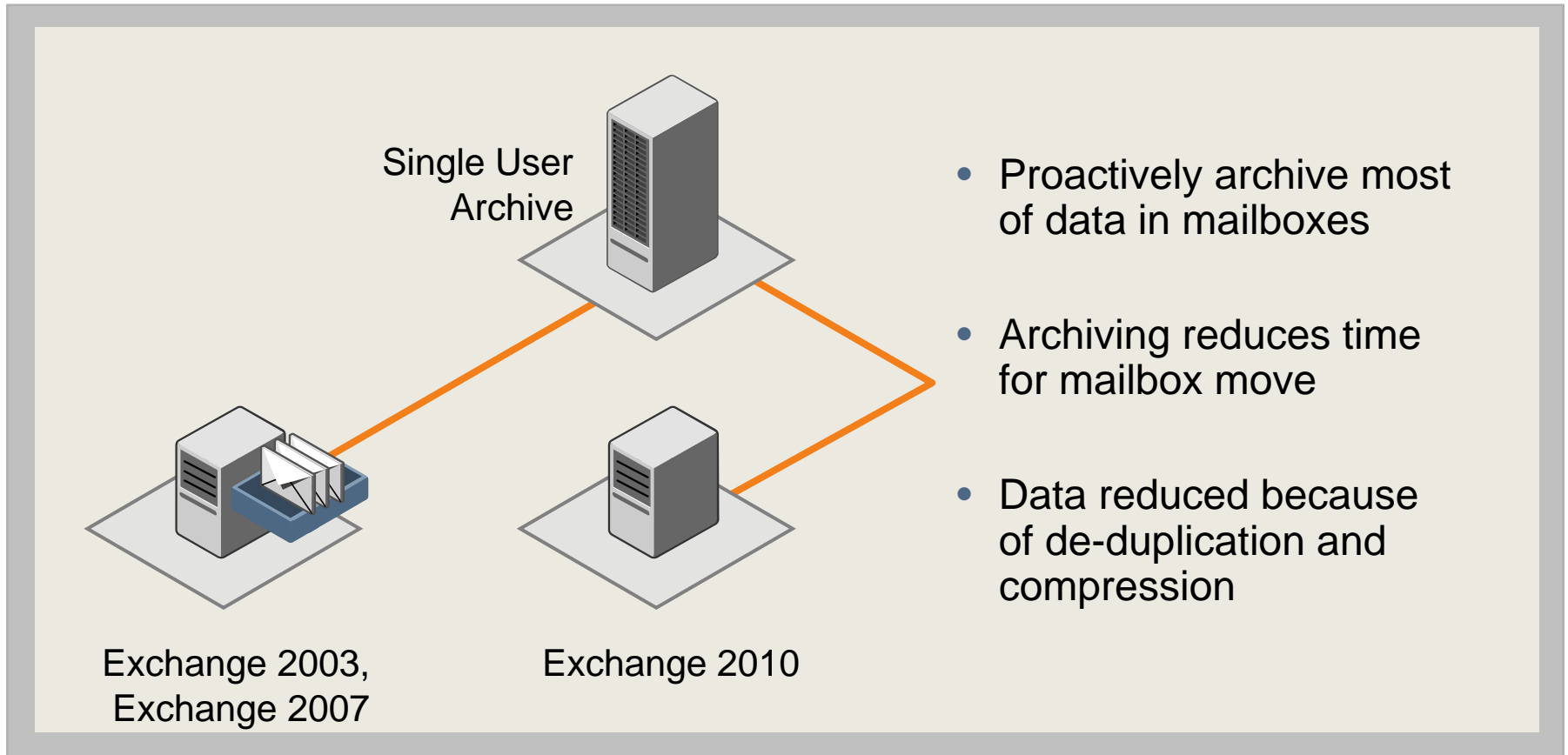
**Tape Library**

# Centralize Email Management through PST Elimination

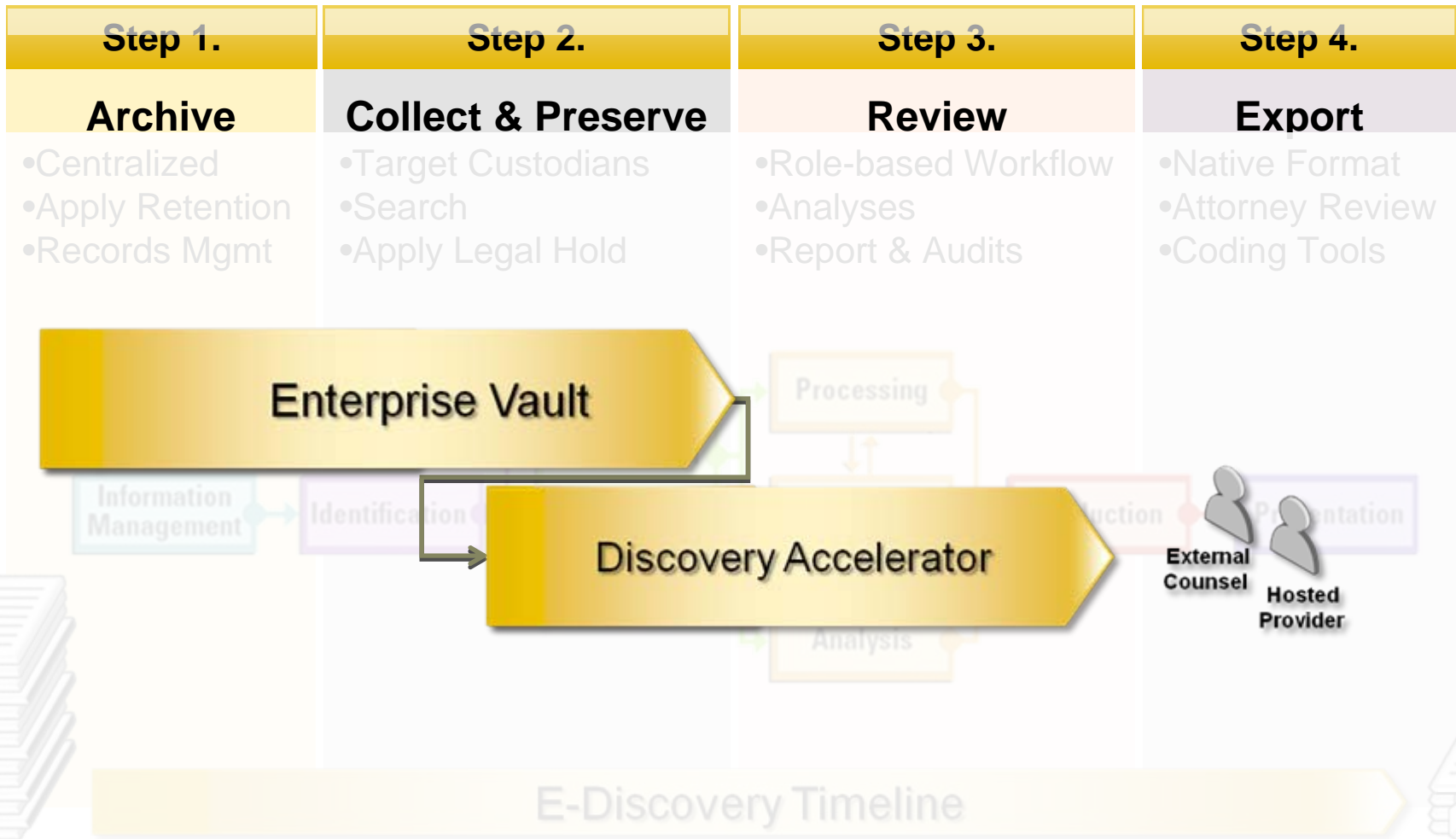


- Locate PST
  - Network servers
  - PCs
- Migrate PST into archive
  - Even with mobile users
  - Limited user action
- Dispose of PST
  - Delete, hide
  - Compact

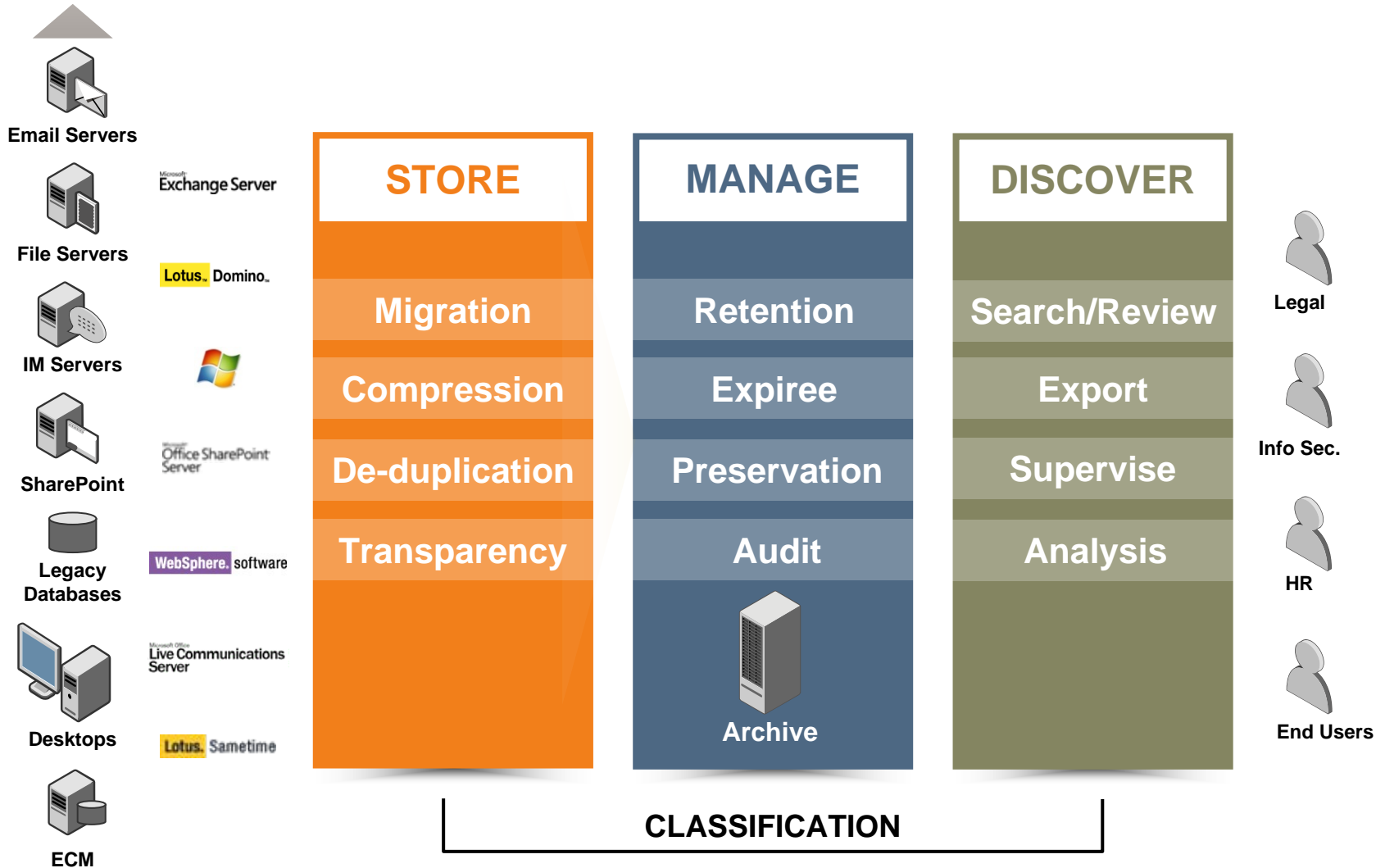
# Accelerate Email Migrations



# Where Symantec Helps with E-Discovery



# Enterprise Vault Archiving Platform



# Enterprise Vault and Exchange 2010?

SYMANTEC  
VISION 2010

## Enterprise Vault and Exchange Server 2010

By: Alex Brown, Brian Babineau,  
Ian Hameroff



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### Symantec

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

*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

“ 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. ”

**Sean Regan**  
Senior Manager for Enterprise Solutions

#### SOLUTION OVERVIEW

EMAIL LINK

DOWNLOAD

**Organization Size:** 47500 employees

**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.

**Third Party Software**  
Symantec Enterprise Vault 8.0

**Software and Services**  
Microsoft Office  
Microsoft Office Outlook  
Microsoft Exchange Server 2010

**Vertical Industries**  
IT Services

**Country/Region**  
United States

**Business Need**  
Business Productivity

**IT Issue**  
Hosted Messaging and Collaboration

# Enterprise Vault and Exchange 2010 – Better Together

Feature	Enterprise Vault	Exchange 2010
Ability to use Archive without Microsoft Office 2010	Yes	No
Dedupe reduces number of stored emails and attachments	Yes	No
Dedupe reduces total amount of storage requirements	Yes	No

Access Archive off-line

Future Archiving and Back

File types searched

Search multiple data type

Legal hold on individual r

- Example: if there are 2,000 employees with 3 DAG copies, and a 1MB file is saved and sent to all
- that equals  $2,000 \times 1 \text{ MB} \times 3 \text{ DAG's} = 6 \text{ GB}$  for just one E-mail if stored in Exchange 2010.
- When archived into **Enterprise Vault 8 (or higher) with Optimized Single Instance Storage** this item and its attachment would be stored once, consuming only **1MB**

# Tangible Results with Customers



## Better Capacity Management

*US\$1.5M savings by archiving emails, reducing email management costs*



## Reduce Storage Costs

*50% reduction in email storage and server infrastructure total cost of ownership (TCO)*

## Backup and Recovery

*US\$9.9M savings by eliminating PSTs & storing data efficiently*

## Search and E-Discovery

*US\$8.0 million in labor productivity gains, cost savings & cost avoidance*





# SYMANTEC ENGAGE HONG KONG 2010

## Questions & Answers