Archiving/Storage Management
eDiscovery
Recovery

Mimosa NearPoint for Microsoft Exchange Server

Next-Generation Email Archiving

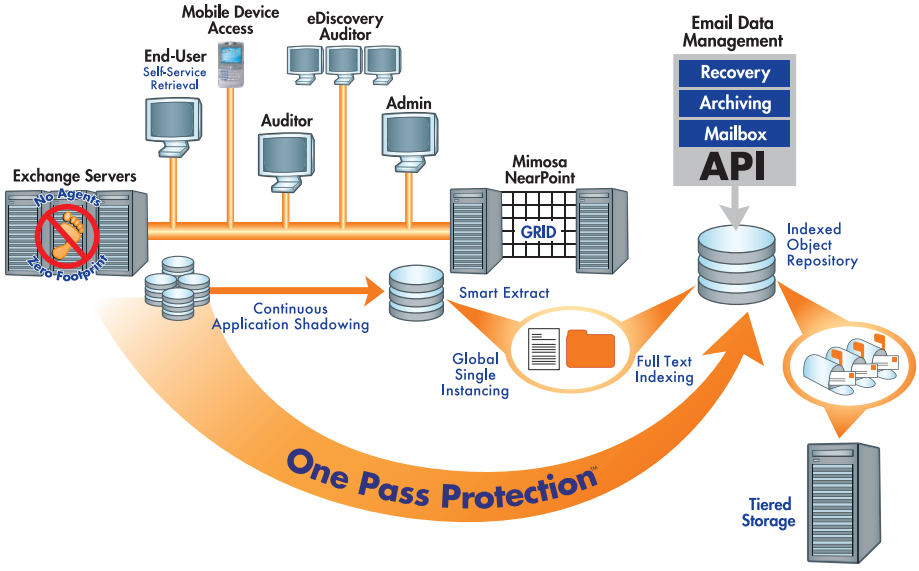
All organizations deal with the challenge of managing growing volumes of email. According to Ferris Research, the average business person sends and receives more than 600 emails in a given week. And, many of these emails are either business records or contain valuable corporate knowledge and need to be retained accordingly. Keeping a large volume of email leads to higher storage costs and headaches for IT staff in the form of longer back-up windows. In fact, Osterman Research points out that, in general, message stores have grown 30 percent from winter 2007 to winter 2008. As message stores grow, organizations face challenges with:

- Managing storage costs—getting content off expensive production systems
- Speeding recovery times—reducing recovery point objectives and ever-expanding backup windows
- Ending eDiscovery fire-fights—lowering cost of reactive collection and review
- Mitigating content-related risks—ensuring proper usage of content within the organization

A Next-Generation Approach to Email Archiving

Existing archiving solutions place heavy burdens on Exchange servers, relying on data capture methods like MAPI crawls and journaling—both of which can increase input/output per second (IOPS) on the Exchange server by up to 50 percent.

In 2005, Mimosa NearPoint for Microsoft Exchange incorporated an innovative data capture method called Continuous Application Shadowing™. Continuous Application Shadowing captures Exchange log files the instant they are committed to disk and stores them "off-host" on NearPoint. Continuous Application Shadowing is an application-intelligent process and blocks corruption from the backup copy. All email content extracted from the log files is indexed and stored with single-instance storage. Continuous Application Shadowing captures complete Exchange mailbox information, as well as email stored offline in PST files and all email content found in public folders—a major advantage for eDiscovery and Exchange recovery.



CUSTOMER SPOTLIGHT

"I was captivated by Mimosa NearPoint the first time I saw it. It is so simple to use and it fits perfectly in our initiative to empower our users with more self-service capability to manage email. The optimization of our email environment with Mimosa NearPoint helps Virtua Health enhance the quality of patient care, improve clinical safety, meet regulatory requirements, reduce costs, and enhance employee productivity."

— Tom Pacek,
Virtua Health

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Mimosa has improved its Continuous Application Shadowing. It now leverages VSS capture instead of ESE capture. It also improves log shipping performance, delivering a 10x performance improvement in applying Exchange logs. VSS capture further minimizes the load on Exchange during the initial full copy, since Exchange is only involved when a snapshot is taken of the Exchange databases (versus ESE, which involves the databases for the full copy). In addition, VSS works with passive node in the case of the Exchange 2007 CCR cluster (versus ESE, which can only work on the active node). Thus, with the Exchange CCR configuration, NearPoint is able capture from the passive CCR node and eliminate any load on the active node.

NearPoint also supports capture of small sets of mailboxes that are either local to the NearPoint server or geographically dispersed. In these scenarios, customers can leverage NearPoint's MAPI archiving to capture only specific mailboxes without addition storage of a full shadow of Exchange. With this capability, it is also possible to specify exclusion criteria to further exclude certain message classes or folders from those mailboxes for even more selective archiving. MAPI archiving and Continuous Application Shadowing can co-exist in a complementary manner. If an organization has a mix of local and remote Exchange servers, Continuous Application Shadowing can capture from the local servers while MAPI archiving captures from remote servers.

Flexible, Granular Retention Management

First-generation solutions provided very little eDiscovery benefit to organizations because retention management functionality was not dynamic and managed messages within a container instead of at the item level. NearPoint provides tangible benefits because its retention management capabilities are advanced and completely flexible. Customers can lengthen and shorten retention policies as needed, apply retention policies at various levels such as folder or message class, apply item-level legal hold across all content in the archive, and use fine-grain retention and exclusion policies to manage capacity of the archive more efficiently. With Mimosa NearPoint's advanced retention management organizations can achieve true eDiscovery readiness. A new form of retention allows administrators to set a grace period whereby users get some time to clean up their mailboxes by deleting non-essential email within the grace period such that these emails are not retained in the archive and all emails that are not deleted by the user within the grace period are kept under retention.

Integrated Recovery and Disaster Recovery

Because NearPoint leverages Continuous Application Shadowing to capture Exchange data, organizations can easily get data back to a failed production Exchange server quickly. It's as easy as an administrator pointing and clicking to use the Mimosa NearPoint shadow copy to repopulate the production Exchange server—and recovery can be done at the database, mailbox, or message level. Better yet, if end-users lose Exchange data, they can recover it without IT assistance by using NearPoint's Self-service restore for users.

NearPoint also protects organizations in the event of a disaster such a whole site going down. With the NearPoint Disaster Recovery Option, organizations can choose to mirror the NearPoint shadow copy of Exchange data to other local or remote sites and use that backup to restore Exchange service.

Powerful, Intuitive eDiscovery

With the skyrocketing costs of eDiscovery, organizations want more proactive information management and better tools for collecting and reviewing information as part of the litigation process. Mimosa NearPoint's eDiscovery Option provides organizations with the search and case management functionality necessary to drastically reduce the cost of collection, processing, and review. NearPoint's eDiscovery module offers users powerful search capabilities ranging from simple context search to proximity search and search within a search. Organizations can federate searches across multiple NearPoint servers to truly have one interface and one query function to complete a full discovery collection.

NearPoint also gives legal staff the ability to share eDiscovery objects with others to enable collaboration. The system also displays the lifecycle

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of a message so investigators know when a message was moved, modified, or deleted. With Mimosa NearPoint's eDiscovery module, organizations can apply litigation holds to individual items, sets of items or across NearPoint grids with one simple click. Reviewers get powerful case management functionality, such as the ability to assign items to specific matters or organize items with matter sub-folders.

Cost-Effective Scalability

Mimosa NearPoint employs a grid architecture to scale from installations ranging from hundreds of mailboxes to hundreds of thousands of mailboxes. With this hot plug, modular architecture, commodity servers, and storage can be added or removed as needed. All resources fall under a single point of management, which reduces complexity. And, unlike traditional archiving solutions where tasks are married to one specific server, NearPoint services are dynamically allocated to support changing workloads.

Easy End-User Access to Archived Email and Files

With Mimosa NearPoint, end-users no longer have to deal with quota notifications that forced deletion or PST creation. Instead, users get "unlimited inboxes" whereby they can access the Mimosa archive directly in the Outlook or OWA user interface they are accustomed to. In addition, NearPoint maintains the folder hierarchy and organizational structure that users set up in Outlook, making the access to the archived data truly seamless. Users can also search for archived content from network file shares directly alongside email in the Outlook interface. In this way, users have much faster access to their archived content.

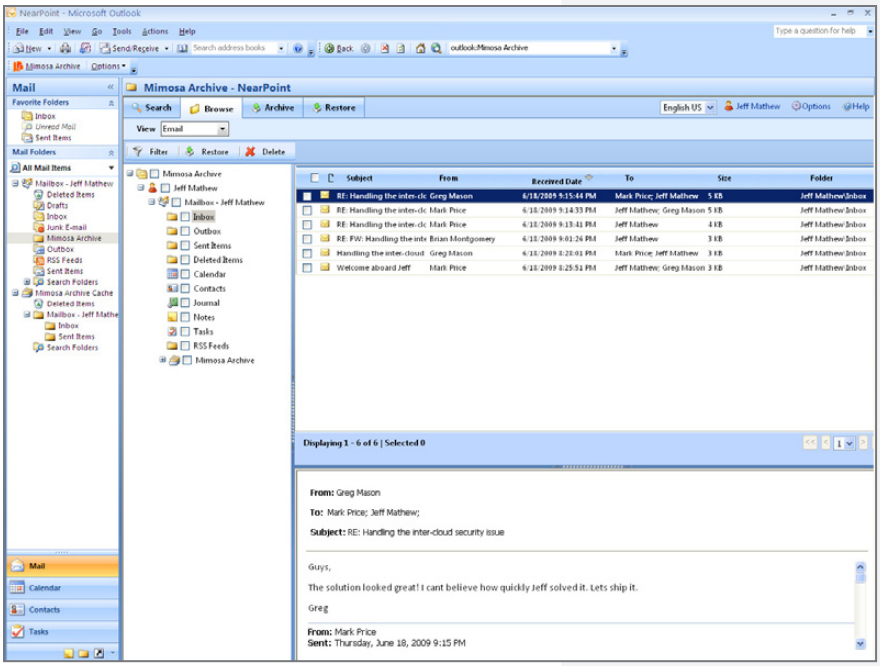

Figure 1. Seamless Outlook Access

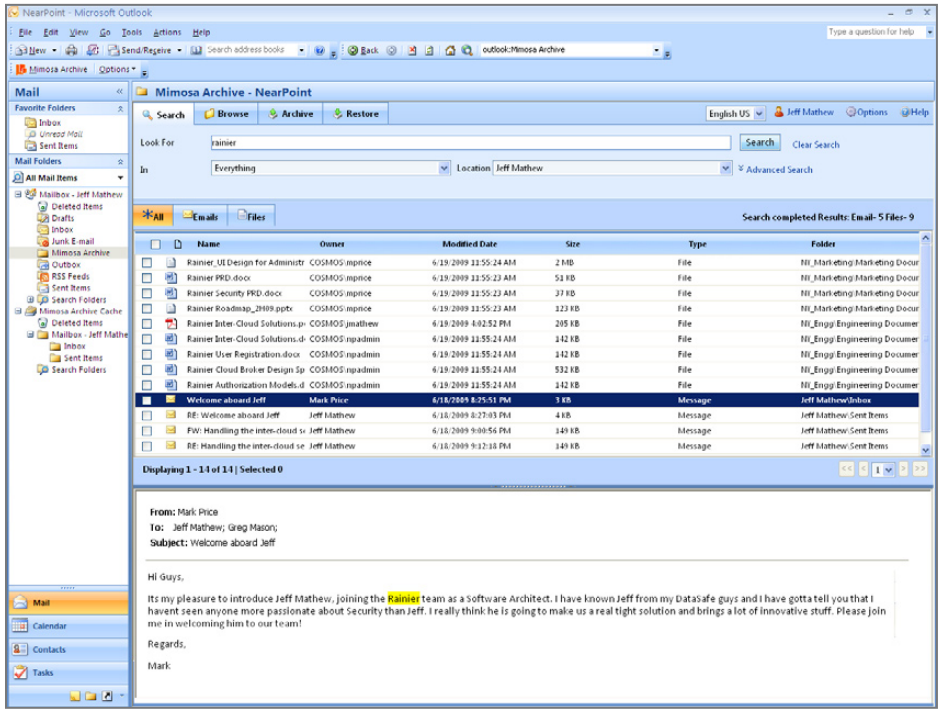

Figure 2. Unified Search of Archived Email and File System Content

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Mimosa Archive Cache

Mimosa NearPoint does not require users to be connected to a network to access their archived content. Rather, users that need offline access can continue to get their content directly in the Outlook interface. Mimosa maintains an archive cache of content on the user's desktop—the amount of data in the cache is completely customizable.

Importantly, Mimosa NearPoint also allows users to search and find both active and archived content in both Outlook and Windows Desktop Search (WDS).

Open, Extensible Archiving Platform

When organizations invest in technology, it's important they be able to protect and extend that investment. Mimosa Systems offers a software development kit (SDK) that allows customers to do just that. The SDK contains a set of comprehensive APIs and sample applications that allow partners to utilize and/or augment the NearPoint platform in a variety of ways that drive business value for customers.

FEATURES	BENEFITS
Full content capture—gets all Exchange data (messages, attachments, to/from, cc/bcc, item histories, calendar entries, tasks, contacts, etc.) without putting any footprint on the Exchange server	• Full compliance capture with zero Exchange impact
Continuous Application Shadowing—captures Exchange log files the instant they are committed to disk and stores them "off-host" on NearPoint. It blocks corruption from the backup copy and all email content extracted from the log files is indexed and stored with single-instance storage.	• VSS-based full copy enables full capture of Exchange information with zero impact on the Exchange server and blocks corruption from the backup copy • Not requiring agents decrease time to implement and speeds time to value
Smart Extract—automatically runs and processes data for archival. The first step of the Smart Message Extraction process is to break each individual message into its major components—header, body, and attachment. Each component is indexed, compressed, and stored in NTFS, while all metadata is stored in a SQL database.	• Allows the processing of information to run entirely off-host and place zero burden on Exchange servers
One-Pass Protection—the combination of Continuous Application Shadowing and Smart Extract, whereby Exchange data is captured once and processed off-host without requiring multiple calls (e.g. MAPI) to the Exchange server	• Makes it possible for NearPoint to provide archiving and recovery in a single solution without any burden on Exchange server
NearPoint captures a full copy of the Exchange database, including all actions taken on an item, such as deletion or movement into a folder	• Speeds investigations by understanding the full context of user activities and having a full log of all user actions
MAPI archiving for selective capture	• Reduces storage footprint by allowing organizations to capture certain mailboxes or remote office email without having to store a full shadow copy
Seamless access to content in Outlook and OWA	• Enhances productivity by allowing users to access content in the interface they are accustomed to with their folder hierarchies intact
Offline Access to content via archive cache	• Maintains users productivity by allowing them to access archived content even when not connected to the network
Unified search across active and archived content via integration with Windows Desktop Search (WDS)	• Speeds process for users to find content by returning integrated results from both active Exchange data and archived data
Public folder archiving—provides continuous data protection for Public Folder contents while preserving folder level permissions during archiving and folder level restore	• Enables fast recovery of public folder information by capturing full copy of all data; consistently apply retention policies to all email
Managed folders support—NearPoint inherits managed folder structures from Exchange 2007 and all the metadata and policies associated with those folders	• Ensures compliance with retention policies and maximizes use of Exchange 2007 functionality
NearPoint maintains a full-text index of all emails, instant messages, attachments, file system content, and any other archived content to enable easy end-user and eDiscovery search. NearPoint supports over 100 document types including TIFF, PDF, and all MS Office files.	• Allows fast search for end-user access and eDiscovery; all indexing is done off-host to optimize system performance.
NearPoint offers file-level deduplication across all archived content regardless of source (e.g. messages, attachments, file system documents, etc.)	• Single-instance storage reduces the volume of content to be stored by an estimated 30-40 percent, as well as provides eDiscovery efficiencies as duplicate documents are only reviewed once (imagine how long it would take to review the same document that existed in 500 different mailboxes)

Microsoft GOLD CERTIFIED Partner

MIMOSA NEARPOINT SYSTEM REQUIREMENTS

NearPoint Platform Support
- Microsoft Windows Server 2008 Standard and Enterprise Editions
- Microsoft Windows Server 2003 SP1, SP2—32 and 64-bit Standard and Enterprise Editions
- Microsoft Windows Server 2003 R2 SP1, SP2—32 and 64-bit Standard and Enterprise Editions

Database Support
- SQL Server 2008 SP1 Standard and Enterprise Editions
- SQL Server 2005 SP2 Standard and Enterprise Editions

Language Support
- English (US and UK), German, French, Traditional and Simplified Chinese, Japanese

Exchange Server
- Exchange 2000 (supports clusters)
- Exchange 2003 (supports clusters)
- Exchange 2007 SP1 running on Microsoft Windows Server 2003 32 and 64 bit & Windows Server 2008 (supports CCR)

WORM Storage Devices
- EMC Centera with CenteraStar 3.0.3, 3.1.3 and 4.0
- Hitachi HCAP 2.4.197

Storage Replication
- Dell EqualLogic (Storage based)
- NetApp SnapMirror (Storage based)
- Double-Take for Windows (host based)

Office Communication Server
- OCS 2007 Standard and Enterprise Editions

Live Communication Server
- LCS 2005 SP1

Clients
- Windows 2000, XP, Vista
- Outlook 2000, 2002, 2003, 2007
- Outlook Web Access (OWA)
- Entourage, Eudora
- Windows Mobile 5.1
- RIM Blackberry 4.5
- Internet Explorer, Safari, Firefox, Opera, Chrome
- Apple iPhone v2.2 and higher

ABOUT MIMOSA SYSTEMS

Mimosa Systems, Inc. delivers next-generation content archiving solutions for information immediacy, discovery, and continuity. Mimosa NearPoint is the industry's most comprehensive unstructured information management software solution for email, files, and instant messages, enabling archiving, eDiscovery, storage management, and recovery in a unified solution.

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