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Information Archiving - Market Quadrant 2023 *

An Analysis of the Market for Information Archiving Solutions Revealing Top Players, Trail Blazers, Specialists and Mature Players.

March 2023

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RADICATI MARKET QUADRANTS EXPLAINED

Radicati Market Quadrants are designed to illustrate how individual vendors fit within specific technology markets at any given point in time. All Radicati Market Quadrants are composed of four sections, as shown in the example quadrant (Figure 1).

1. ***Top Players*** – These are the current market leaders with products that offer, both breadth and depth of functionality, as well as possess a solid vision for the future. Top Players shape the market with their technology and strategic vision. Vendors don't become Top Players overnight. Most of the companies in this quadrant were first Specialists or Trail Blazers (some were both). As companies reach this stage, they must fight complacency and continue to innovate.

2. ***Trail Blazers*** – These vendors offer advanced, best of breed technology, in some areas of their solutions, but don't necessarily have all the features and functionality that would position them as Top Players. Trail Blazers, however, have the potential for "disrupting" the market with new technology or new delivery models. In time, these vendors are most likely to grow into Top Players.

3. ***Specialists*** – This group is made up of two types of companies:

    a. Emerging players that are new to the industry and still have to develop some aspects of their solutions. These companies are still developing their strategy and technology.

    b. Established vendors that offer very good solutions for their customer base, and have a loyal customer base that is totally satisfied with the functionality they are deploying.

4. ***Mature Players*** – These vendors are large, established vendors that may offer strong features and functionality, but have slowed down innovation and are no longer considered "movers and shakers" in this market as they once were.

    a. In some cases, this is by design. If a vendor has made a strategic decision to move in a new direction, they may choose to slow development on existing products.

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b. In other cases, a vendor may simply have become complacent and be out-developed by hungrier, more innovative Trail Blazers or Top Players.

c. Companies in this stage will either find new life, reviving their R&D efforts and move back into the Top Players segment, or else they slowly fade away as legacy technology.

Figure 1, below, shows a sample Radicati Market Quadrant. As a vendor continues to develop its product solutions adding features and functionality, it will move vertically along the "y" functionality axis.

The horizontal "x" strategic vision axis reflects a vendor's understanding of the market and their strategic direction plans. It is common for vendors to move in the quadrant, as their products evolve and market needs change.

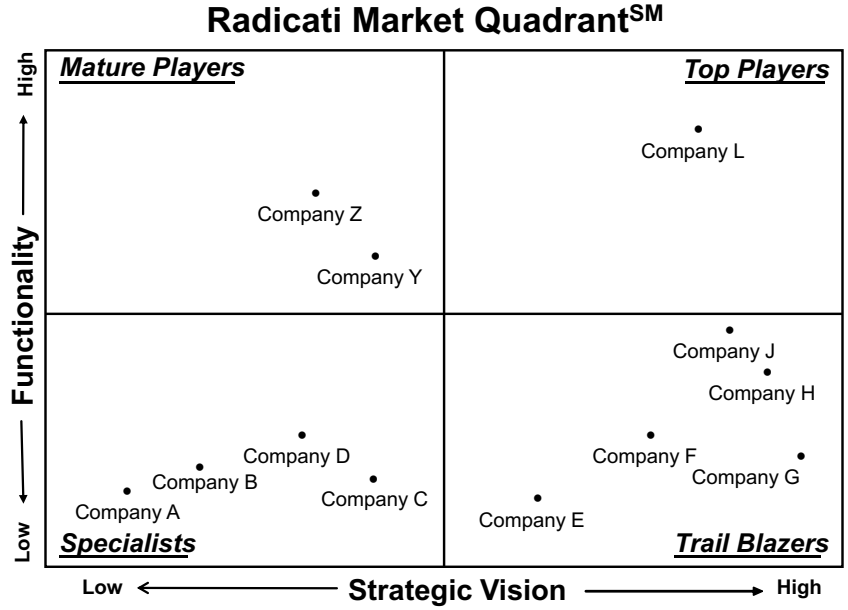


Figure 1: Sample Radicati Market Quadrant

INCLUSION CRITERIA

We include vendors based on the number of customer inquiries we receive throughout the year. We normally try to cap the number of vendors we include to about 10-12 vendors. Sometimes, however, in highly crowded markets we need to include a larger number of vendors.

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MARKET SEGMENTATION – INFORMATION ARCHIVING

Information archiving solutions provide interactive, secure long-term storage of electronic business content, including: email, instant messages, social media, file systems, SharePoint content, and a broad range of other structured and unstructured information. In addition to archiving, these solutions must also provide fast, easy search and retrieval of information, and allow organizations to set granular retention policies which provide the foundation for Supervision, eDiscovery, Legal Hold, Data Loss Prevention (DLP), and Information Governance.

Information Archiving solutions are defined as follows:

- **Information Archiving** – are solutions which provide interactive, secure long-term storage of electronic business content, including: email, instant messages, social media, file systems, SharePoint content, and a broad range of other structured and unstructured information. These solutions are delivered as on-premises products, appliances, or as cloud services. Key vendors in this segment include: *Archive360*, *Barracuda Networks, Global Relay, Google, Jatheon, Microsoft, Mimecast, OpenText, Proofpoint, Smarsh,* and *Veritas*.

- Business organizations typically deploy an information archiving solution to meet one or more of the following use cases:

    - *Compliance with Regulatory Requirements* – organizations in heavily regulated industries are required to retain and preserve electronic information to meet government and/or industry regulatory requirements.

    - *Litigation* – during internal and external legal proceedings, organizations will need to efficiently search, discover, and retrieve all pertinent information.

    - *Internal Corporate Policies* – many organizations have large amounts of electronic content that needs to be managed and disposed of according to internal corporate policies.

    - *Leveraging Information through Content Analytics* – organizations are increasingly using information archiving solutions to provide valuable insight into their stored data.

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- *Data and Information Security* – information archiving solutions help secure information in a long-term repository, where content can be easily restored in the event of a disaster or during any planned or unplanned downtime.

- Figure 2, shows the worldwide Information Archiving market revenue from 2023 to 2027. The total market will be $7.9 billion in revenues by year-end 2023, and will grow to over $13.0 billion by 2027.

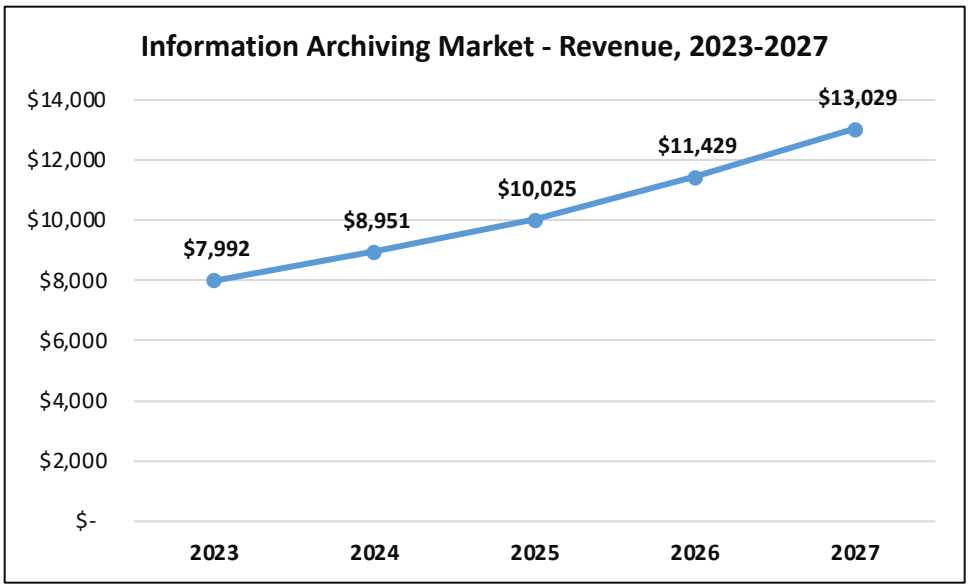


Figure 2: Worldwide Information Archiving Revenue, 2023-2027

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EVALUATION CRITERIA

Vendors are positioned in the quadrant according to two criteria: *Functionality* and *Strategic Vision*.

Functionality is assessed based on the breadth and depth of features of each vendor's solution. All features and functionality do not necessarily have to be the vendor's own original technology, but they should be integrated and available for deployment when the solution is purchased.

Strategic Vision refers to the vendor's strategic direction, which comprises: a thorough understanding of customer needs, ability to deliver through attractive pricing and channel models, solid customer support, and strong on-going innovation.

Vendors in the *Information Archiving* space are evaluated according to the following key features and capabilities:

- *Deployment Options* – availability of the solution in different form factors, such as on-premises solutions, cloud-based services, hybrid, appliances and/or virtual appliances.

- *Email Platform Support* – the range of email platforms supported, such as Microsoft Exchange, HCL Domino, and others.

- *Instant Messaging (IM)/Chat Archiving* – support for archiving instant messaging (IM) and/or chat platforms, such as Microsoft Teams, Cisco UCM/Jabber, Salesforce Chatter, HCL Connections, and others.

- *Social Media Archiving* – support for archiving social media, such as Microsoft Yammer, Facebook, and others.

- *Additional Content Sources* – such as voice, video, and others.

- *Automated Content Indexing* – automatic indexing and tagging of information for fast, easy search.

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- *Storage Reduction* – the removal of redundant data from repositories is an important capability that is necessary in order to maintain storage efficiency, reduce storage space, and improve disaster recovery procedures. Single instance storage (SIS) or data deduplication are some of the technologies that enable this functionality.

- *Search* – in addition to basic search functionality (search by sender, recipient, subject, date or contents of a message) information archiving solutions should provide a robust set of advanced search capabilities, including: concept, Boolean, proximity, and more.

- *Archive Access* – archived information should be easily accessible to both end users and administrators through a desktop, a web-based and/or a mobile client. Mobile app-based access is preferred.

- *Retention Policies* – businesses should be able to define retention periods for archived data depending on their own retention schedules. Disposition of archived data can occur by age, date, user, folder, sender, recipient, subject, and other parameters.

- *eDiscovery Capabilities* – basic eDiscovery capabilities should be provided for legal hold, advanced search, tagging, data export, and more.

- *Data Migration from Legacy Systems* – support for migrating data in PST, NSF, and other formats from other archives.

- *SharePoint Archiving* – the ability to archive Microsoft SharePoint sites and content.

- *Website Archiving* – the ability to capture and preserve full websites including web pages, blog posts, images, videos and more in their native formats in the event that they need to be produced for litigation, or to comply with regulatory requirements.

- *Mobile Access* – access to archived content through a mobile app, or a mobile browser (i.e., smartphone, tablet, laptop, etc.). Mobile app-based access is preferred.

- *Multi-language Localization* – availability of archiving solutions with administrative and user interfaces localized in multiple languages.

In addition, for all vendors we consider the following aspects:

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- *Pricing* – what is the pricing model for their solution, is it easy to understand and allows customers to budget properly for the solution, as well as is it in line with the level of functionality being offered, and does it represent a "good value".

- *Customer Support* – is customer support adequate and in line with customer needs and response requirements.

- *Professional Services* – does the vendor provide the right level of professional services for planning, design and deployment, either through their own internal teams, or through partners.

***Note**: On occasion, we may place a vendor in the Top Player or Trail Blazer category even if they are missing one or more features listed above, if we feel that some other aspect(s) of their solution is particularly unique and innovative.*

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MARKET QUADRANT – INFORMATION ARCHIVING

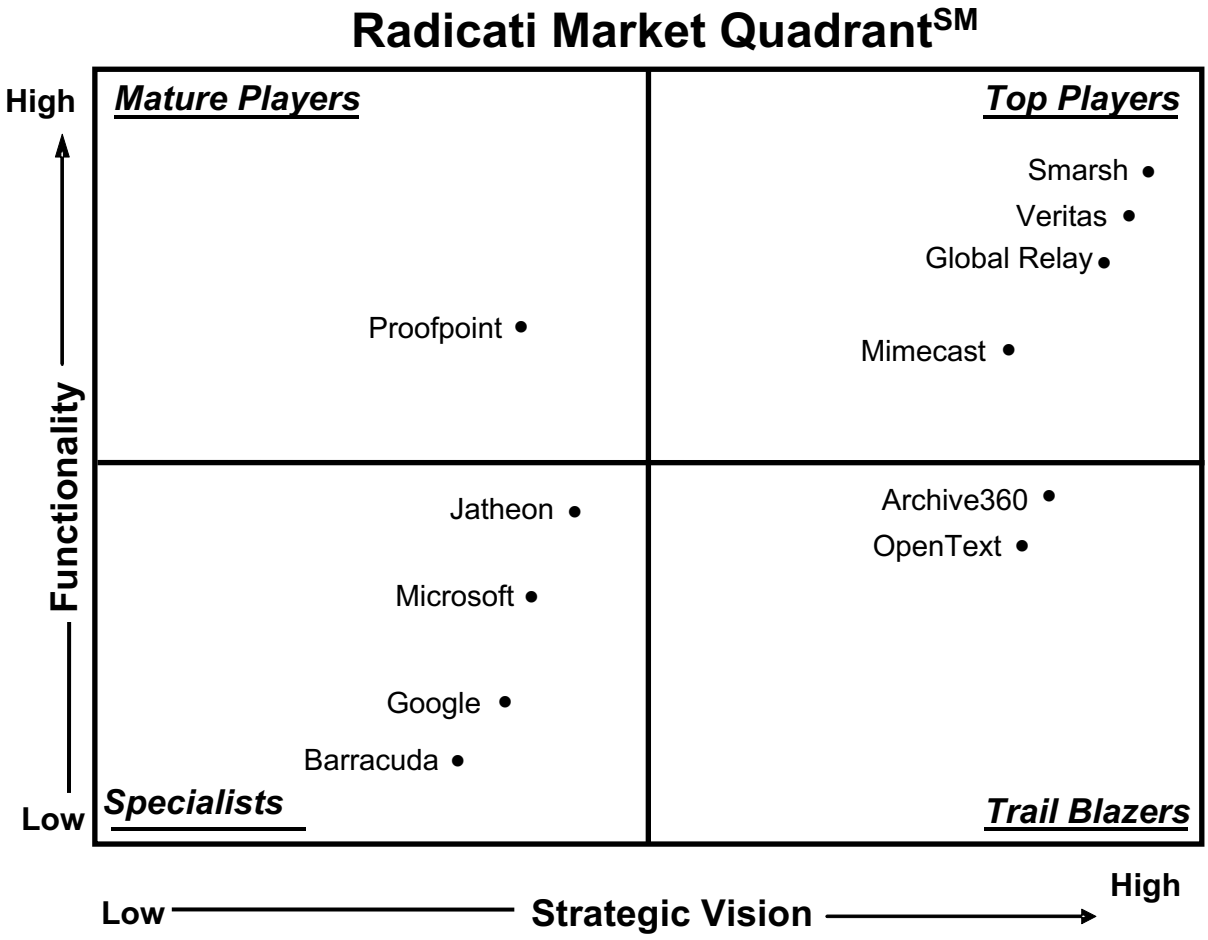


Figure 3: Information Archiving Market Quadrant, 2023*

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KEY MARKET QUADRANT HIGHLIGHTS

- The **Top Players** in the Information Archiving market are *Smarsh, Veritas, Global Relay,* and *Mimecast*.

- The **Trail Blazers** quadrant includes *Archive360* and *OpenText*.

- The **Specialists** quadrant includes *Jatheon, Microsoft, Google,* and *Barracuda.*

- The **Mature Players** quadrant includes *Proofpoint*.

INFORMATION ARCHIVING - VENDOR ANALYSIS

TOP PLAYERS

SMARSH

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Portland, OR 97204
www.smarsh.com

Smarsh, founded in 2001, is a provider of capture, archiving and supervision technology and services aimed at highly regulated industries with strict compliance and eDiscovery requirements, such as financial services (e.g., broker-dealers, investment advisers, banks and lenders) and the public sector. In 2022, Smarsh acquired the Digital Safe product line from Micro Focus and TeleMessage. Smarsh is privately held.

SOLUTION

The Smarsh solution offering is comprised of the following components:

- **Capture** – enables customers to capture more than 100 channels of electronic communications (including email, IM/collaboration, social media, mobile/text messaging and voice) for ingestion into the search-ready **Enterprise Archive, Professional Archive** or

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other existing archives. Content is captured continuously, in native format, directly from source channels with full conversational context preserved.

- **Archive** – provides ingestion, search, review, reporting and export capabilities universally across all supported content types. Smarsh automatically scans content as it enters the archive for keywords, phrases, or violations based on policies defined by each customer. Administrators can customize policies based on any criteria associated with a message. Smarsh provides numerous policy templates created and maintained by compliance and regulatory experts. Smarsh offers its Archive solution in two versions:

  - *Enterprise Archive* – is designed for multi-national corporations with high volumes of data and sophisticated supervision or e-discovery requirements. It is a cloud-native platform that can be deployed in public cloud infrastructures (e.g., Amazon Web Services, Microsoft Azure). It supports application program interfaces (APIs) for content ingestion, administration and data enrichment.

  - *Professional Archive* – is aimed at small and mid-sized organizations. It includes capture, archive, supervision and discovery support for more than 100 channels of electronic communication out of the box.

- **Apps** – integrate directly with the Enterprise Archive or can be deployed as stand-alone products (alongside existing archiving solutions). *Conduct* - which merges the mature lexicon-based Supervision and AI-powered Conduct Surveillance technologies - surfaces risk, anomalies and trends in your communications, and improves the ability to meet global regulatory requirements for supervision and surveillance from FINRA, IIROC, FCA, MiFID II and more. *Discovery* allows content to be organized into cases for further analysis, export or production for eDiscovery, investigations, or audits. Conduct and Discovery capabilities are packaged with the Smarsh Enterprise Platform.

All content and attachments are available immediately through the various Archive web-based interfaces. Archived content is replicated for continued access in the event of a disaster or system failure and preserved in accordance with client retention schedules. The Smarsh service includes performance and uptime guarantees.

Smarsh offers a unified Enterprise Platform, which comprises Capture, Enterprise Archive, and the Conduct and Discovery applications. It is an extensible platform which offers:

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- A unified, AI-enabled SaaS offering that simplifies communications oversight infrastructure.

- Capture and archiving support for more than 100 communications channels, including email, workstream collaboration, mobile, social, and audio.

- The ability to scale workloads elastically through the predictable, secure, and high-performant infrastructure from the world's leading cloud providers, like Amazon Web Services.

- Machine-learning-powered applications (e.g., Conduct and Discovery) designed to accelerate business outcomes and derive actionable insights across electronic communications and voice data.

Smarsh provides native capture and archive support for the following message types:

- *Email* – Smarsh is platform-agnostic and captures and preserves email messages from on-premises email servers (Microsoft Exchange, HCL Domino and others) and cloud-based email services (Google Workspace, Microsoft Office 365, Salesforce email and others).

- *Mobile Messaging* – Smarsh captures, indexes, and preserves SMS/MMS/RCS text messages and other forms of mobile communications (including Zoom, Microsoft Teams, WhatsApp, Telegram and others) across Android, Apple and BlackBerry devices. Smarsh captures content directly from carriers (e.g., AT&T, Verizon, Vodafone, U.S. Cellular), and provides mobile archiving solutions across mobile operating system, carrier or device ownership scenario (i.e., BYOD vs. corporate-issued).

- *Instant Messaging/Collaboration* – Smarsh offers archiving support for leading platforms, including Microsoft Teams, Slack, Workplace by Facebook, WebEx Teams, Bloomberg, Thomson Reuters, QQ Messenger, Pivot, Cisco UCM/Jabber, Jabber, FactSet, Symphony, and others. It works directly with these platforms to ingest data directly through API connections (where applicable).

- *Social Media* – Smarsh provides archiving support for Facebook, Twitter, LinkedIn, Microsoft Yammer, Salesforce Chatter, Jive, Instagram, Pinterest, Vimeo and more. Smarsh works directly with several of these platforms to ingest data directly through API

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connections.

- *Websites* – businesses can capture, search, preserve, produce, and supervise complete websites, individual web pages, blogs, wikis, RSS feeds, audio and video files, and the interactive components that create web pages.

- *Voice* – Smarsh offers support for voice content within both its Enterprise Archive and Professional Archive platforms. Customers can search, supervise, and play back voice content from virtually any telephony system, voice-enabled application or media recorder.

Smarsh also offers a suite of **Business solutions**, powered by Intermedia, which includes email encryption, email hosting, instant messaging, backup and file sharing and productivity apps.

STRENGTHS

- Smarsh provides archiving support for a broad range of enterprise content, including email, social media, IM, mobile messaging, websites, video, voice and more. Users can leverage a uniform set of policies and a unified search interface across all content types, with content ingested and available for review immediately.

- Smarsh offers mobile/text archiving, with support for archiving of content directly from carriers. The Smarsh mobile archiving portfolio offers solutions to meet the needs of any combination of mobile device, carrier plan and ownership model (e.g., employer-issued, bring-your-own-device, or choose-your-own-device).

- Messages are ingested, indexed and retained in their native format (as opposed to having non-email content converted to email). This enables the preservation of rich, conversational context, as well as fast search and review by the unique elements and objects of each message type.

- Smarsh provides multiple APIs, including for content ingestion, and offers a developer program for third-party content support and client custom development.

- Smarsh offers capture, archiving and supervision product/service solutions for customers of all sizes, ranging from single-office broker-dealers to large enterprises.

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WEAKNESSES

- Smarsh has traditionally focused on providing solutions for the financial services and State and Local government industries. However, Smarsh is working to increase penetration into other verticals.

- Smarsh allows access to personal archives through mobile device browsers, however, it does not currently offer access to its archiving applications via mobile apps.

- Smarsh is localized only in English, however, all messages are stored in their native format and Unicode messages are archived.

VERITAS TECHNOLOGIES

2625 Augustine Drive
Santa Clara, CA 94054
www.veritas.com

Veritas Technologies offers information management solutions aimed at enterprise needs for governance and compliance. Veritas' Digital Compliance product portfolio includes solutions for Archiving, eDiscovery, Surveillance, data management/file analysis, and content collection. Veritas is owned by The Carlyle Group, a private equity firm.

SOLUTION

Veritas offers a suite of solutions to address data compliance and governance with a common feature set for SaaS solutions and on-premises deployments.

In 2022, Veritas introduced a new brand called "**Alta**" to refer to its SaaS solutions. On-premises archiving remains branded as **Veritas Enterprise Vault**, while the SaaS solution is referred to as **Veritas Alta Archiving**. Veritas offers feature parity between on-premises and SaaS solutions and leverages common clients for capture, classification, and Surveillance with a common eDiscovery client.

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Veritas Enterprise Vault and Veritas Alta Archiving are both are part of the broader Veritas Data Compliance and Governance portfolio which includes solutions for content capture, eDiscovery, and surveillance, as follows:

- ***Alta Capture (SaaS)/Merge1 (on-premises)* –** captures more than 120 content sources including voice, instant messaging, collaboration, email, and files. The on-premises and SaaS solution offer feature parity. The SaaS solution, Alta Connect, eases management of content collection by automatically updating to reflect new content sources and updates. Alta Capture/Merge1 provides rich JSON capture of content to enable 'purpose-built review' for specific content types in eDiscovery and Surveillance. For instance, content such as Microsoft Teams preserves Teams reactions (e.g., heart, "thumbs-up", and others), embedded documents, emojis and embedded images and provides the ability to scroll to any point in a Teams conversation allowing a complete review of content.

- ***Alta eDiscovery (SaaS–*** Veritas offers a SaaS eDiscovery client which provides eDiscovery against content in the archive, as well as collecting content at source. Alta eDiscovery also provides Early Case Assessment to further filter content prior to review. Veritas is working to also make the same client available for on premises deployments in keeping with its common-client strategy.

- ***Enterprise Vault Discovery Accelerator* –** is a search and eDiscovery solution that works with Enterprise Vault to expedite the identification, legal hold, and review of documents, email, and all other content sources.

- ***Veritas Alta Surveillance (SaaS)/Veritas Surveillance (on-premises)*** – offers a common client for compliance supervision and surveillance which can monitor electronic communications, such as email, voice/video, instant messaging, collaboration and social media content. The client is common to both EV on premise and Alta Archiving. It offers machine learning and targeted classification policies to surface critical content while removing noise to accelerate review. The solution offers "Intelligent Review" which learns from choices made by reviewers to surface content likely to be relevant while tagging content that is likely not actionable. It also offers numerous flexible, customizable policies for Financial Services, Market Abuse, Change of Venue, MNPI, Money Laundering and others, based on accepted industry practices.

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STRENGTHS

- Veritas' archiving solutions offer a thorough product portfolio to help organizations satisfy archiving and information governance needs. Veritas appeals to a wide range of businesses through flexible deployment options (i.e., on-premises, hybrid with storage in the cloud, within the customer's tenant, and SaaS).

- Veritas' solutions help organizations make context-based information governance decisions through advanced classification and machine learning capabilities. The vendor offers an enhanced classification engine for Enterprise Vault, Alta Archiving, Veritas Data Insight, and Veritas eDiscovery Platform.

- Veritas Alta Capture/Merge1 captures a wide number of content sources including voice and video with transcription.

WEAKNESSES

- With a powerful set of features, Enterprise Vault on-premises typically requires adequate budget and personnel to fully maximize the platform's potential. Alta Archiving, however, offers a fully managed, multi-tenant SaaS solution to alleviate management burden.

- Customers should note that File Archiving of on-premises filers is supported only in Enterprise Vault on-premises. Alta Archiving supports cloud repositories such as OneDrive, Box and SharePoint. Veritas Alta SaaS Protection provides backup of both on-premises and cloud file sources allowing for easy export and inclusion into an Alta Archiving eDiscovery case.

- Veritas supports mobile access to its archives (both Enterprise Vault and Alta Archiving) through mobile web browsers, rather than through mobile apps.

- Customers interviewed as part of this research indicated that the Alta Surveillance solution would benefit from improved analytics and reporting. The vendor has this on its roadmap.

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GLOBAL RELAY

220 Cambie Street
Vancouver, BC V6B2M9
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www.globalrelay.com

Founded in 1999, Global Relay offers cloud archiving, compliance, eDiscovery, surveillance, information governance, and messaging solutions with a focus on regulated industries, such as finance, insurance, energy, and government. Global Relay is a private company with major offices in New York, Chicago, London, and Vancouver.

SOLUTIONS

Global Relay offers AI-enabled archiving, information governance, messaging, and collaboration applications on a unified cloud platform. End users access applications through a web-based Portal, mobile apps, and desktop clients. All applications are designed to meet SEC, FINRA, CFTC, FCA, MiFID II, GDPR, HIPAA, and other industry and privacy regulations. Global Relay provides solutions in three key areas:

CONNECT

- **Data Connectors** – capture and transform unstructured data into clean, discovery-ready feeds with intelligent conversation threading and complete metadata preservation. Global Relay offers connectors for email, IM, mobile messaging, collaboration, social media, voice, files, trade data, and web. Feeds are delivered to Global Relay Archive or a third-party system.

- **Identity & Access Management** – synchronizes employee information from corporate directories for data segregation, data classification, user management, and analytics.

- **Legacy Data Migration** – enables rapid extraction, import, and reconciliation of legacy data from on-premises cloud archiving systems into Global Relay Archive.

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COLLABORATE

- **Unified Communications** – is a secure communication and collaboration platform, offering built-in compliance through integration with Global Relay Archive. Through a single application, users can conveniently communicate internally and externally via IM, text messaging, WhatsApp, voice calls, and mobile apps. By keeping personal and business communications completely separate, the platform assures BYOD users that only their business messages and calls are being preserved in Global Relay Archive.

DISCOVER

- **Global Relay Archive** – is an AI-enabled archiving and information governance solution to enrich, store, manage, and discover data. Global Relay Archive supports 100+ data types, ranging widely from electronic communications and voice, to trade tickets and files. Data processing, data integrity, and lifecycle management tools preserve a 'gold copy' of all data in a secure cloud repository, which is instantly accessible to employees.

- **Functions** – are ring-fenced workspaces and role-based tools that enable business teams and employees to search, retrieve, manage, and analyze data in Global Relay Archive. Flexible toolsets, on demand analytics and visualization, embedded AI models, and integrated messaging put tools and data into the hands of employees. Use cases include compliance supervision, eDiscovery, DLP, personal search, GDPR/privacy, and HR surveillance. Each team's work product remains strictly confidential and visible only to its members.

- **AI Studio** – offers a secure, integrated environment to create, train, test, and deploy AI models for Global Relay Archive. Global Relay builds custom AI models as a professional service. Global Relay Archive allows customer data scientists to access the AI Studio to build their own models with object-orientated GUI builders. Feedback loops allow retraining of models based on user input.

STRENGTHS

- Global Relay Archive supports a very rich set of data types, including email, IM, collaboration, social media, text messaging, voice, files, and trade data. All data, including the original context, formatting, and metadata, is stored in a unified repository and is available for immediate access by any authorized function or user.

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- Global Relay Archive's NoSQL architecture can scale to support very large global organizations.

- Global Relay offers embedded AI/ML models and feature-rich compliance, supervision, and eDiscovery solutions for financial firms and organizations of all sizes. AI tools help streamline a wide range of compliance and eDiscovery workflows and further reduce false positives.

- Global Relay's Unified Communications solution provides a comprehensive set of messaging, collaboration, and compliance tools that can separate personal and business communications in BYOD environments.

WEAKNESSES

- Global Relay is best known in the financial sector. However, the company is investing in expanding its presence in other sectors, such as insurance, government, and public companies.

- Global Relay does not offer on-premises or hybrid solutions. However, Global Relay Archive can capture data, normalize it, and route it to customer-provided destinations, such as an on-premises archive, or cloud data lake.

- Global Relay provides native file connectors for Google Drive and SharePoint, but supports other file systems only through custom SMTP deployments. The company is working to address this through its Open Connector Framework, which enables new data connectors to be easily developed.

- The majority of Global Relay's customer base is currently in North America and EMEA. However, Global Relay is investing to expand its presence in other regions.

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MIMECAST

1 Finsbury Avenue
London
EC2M 2PF
www.mimecast.com

Founded in 2003, Mimecast is a provider of cloud-based business services that comprise advanced email and collaboration security, archive and data protection, awareness training, uptime assurance, and more. Mimecast is headquartered in London, UK, with North American headquarters in Lexington, MA and offices globally. Mimecast is privately held.

SOLUTION

Mimecast offers a suite of fully integrated cloud **Enterprise Information Archiving**, **Email Security, Data Protection** and **Awareness Training** services. Mimecast's services support all major email platforms but are optimized for Microsoft Exchange Server and Microsoft Office 365.

- **Mimecast Cloud Archive** is a cloud-based email archiving service that captures and indexes Microsoft Exchange Server and Microsoft Office 365 data, as well as data on other major email platforms. Key features of Mimecast Cloud Archive include:

    - Messages are captured at the gateway in real time and via Microsoft Exchange Server journaling to archive all incoming and outgoing messages.

    - Direct end-user access to Mimecast personal archive through a plug-in deployed into Microsoft Outlook that provides a seamless user experience for simplified administration, streamlined collaboration, information access and productivity.

    - Users can also access their personal archive through Mimecast's Personal Portal web client, or through native applications for each of the major smart-phone platforms; users can search, view, reply, and forward archived messages on iPhone, iPad, Android, and BlackBerry devices.

    - Comprehensive compliance, eDiscovery and litigation support including advanced search, legal hold, case management, data export, and review capabilities.

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  - Mimecast also offers add-on services that include integrated large file send, secure messaging, and Sync & Recover for backup and recovery of the Microsoft Exchange Server mailbox folder structure in the Mimecast personal archive, which is accessible from Microsoft Outlook, Mimecast Personal Portal, mobile devices, and Mimecast for Mac.

- **Microsoft Teams Archiving –** a cloud-based archiving service, that provides archiving of Microsoft Teams conversations. Key features include:
  - Archiving peer-to-peer conversations, conferences and multi-party conversations.

  - A single archive search interface, which delivers IM search results, alongside email and file content for greater context and streamlined administration.

STRENGTHS

- The single Administration console provides unified access to all features in a single view. Security, Archiving, eDiscovery, recovery, email retention policy settings, user management, and litigation hold requests, can all be managed through a single web interface.

- Integration of Security, Archiving, Protection and Continuity means archives are fully accessible even during email outages and archived data remains fully protected against email-borne threats.

- Microsoft Sync & Recover fills data protection gaps in Office 365, providing backup and recovery of Exchange email in case of accidental or malicious deletion.

- Mimecast's Simply Migrate technology enables end-to-end data migration capabilities with support for a number of archive repositories without the need for drive shipping (unless requested) and support for a number of legacy archive repositories.

- Mimecast supports legal holds, case review and eDiscovery searches, each across an unlimited number of mailboxes.

- The Mimecast Supervision solution enables compliance personnel to systematically review and discover targeted data among large volumes of communications. It integrates with the

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Mimecast Cloud Archive, to facilitate an auditable, managed supervision review process, while utilizing a scalable, immutable SEC 17A-4 archive.

WEAKNESSES

- Mimecast currently only offers IM archiving support for Microsoft Teams, support for archiving of other IM/SMS services, is available through third-party solutions. Native support for other IM solutions is on the vendor's roadmap.

- Mimecast does not currently only offer archiving support for social media, however it offers social media support through a partnership with Optimere (formerly ArchiveSocial). Native support for social media is on the vendor's roadmap.

- Website archiving is not currently supported.

- Mimecast does not currently support archiving of Microsoft SharePoint data, however, this is currently available through third party partnerships.

- Mimecast archiving services are available only as a cloud service. Customers interested in on-premises or hybrid deployments for archiving will need to consider alternative vendors.

TRAIL BLAZERS

ARCHIVE360

One Liberty Plaza,
165 Broadway,
New York City, NY 10006
www.archive360.com

Archive360 is a global software company delivering an intelligent information management and archiving platform for secure, compliant cloud data migration and information lifecycle management. Archive360 is privately held.

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SOLUTIONS

Archive360 Information Management Platform – is a cloud-native single software platform to migrate, onboard, secure, validate, classify, manage, search, analyze and dispose disparate data, which is stored in its native format. It allows organizations to manage content from more than 150 sources within a single, unified platform. This includes email, Office365, Teams, Slack, file systems, SharePoint, content services platforms, content collaboration platforms, social media, IM, video and audio, as well as structured and semi-structured data from business applications and databases including Microsoft, Oracle, SAP, Salesforce, and others. The platform provides AI-powered predictive content classification, tagging, and supervision/surveillance to meet complex data residency, processing, security, privacy, eDiscovery, legal hold/case management and disposition requirements. File data can be identified, classified and collected by scalable ingestion pipelines using Azure Cognitive Services and AI to OCR and convert speech-to-text for classification, full text indexing, object/entity detection, topic modeling, pattern and sentiment analysis. The platform dynamically scales to meet any size workload based on specific cost / performance requirements and supports policy-driven tiered storage and WORM/SEC compliant immutable storage. Archive360's APIs allow customers to investigate and analyze data by connecting with popular e-discovery/case management solutions (e.g. Microsoft Purview, Relativity, Exterro), as well as data analytics packages (e.g. Microsoft Power BI, Splunk and Tableau).

FastCollect – is a patented, cloud-based data migration platform to migrate data to the cloud without relying on archiving vendor APIs, including from on-premises and cloud-based archives (e.g., Veritas Enterprise Vault and EV.cloud, EMC SourceOne, and many others), PSTs, IBM NSF, legacy application data, journals, SharePoint, files and file systems.

Archive360 Connect⁻ for Data Archiving – offers dedicated ingestion pipelines designed to continually collect data from any source (more than 120 data sources supported). Metadata schemas are preserved, allowing for full data restore to the originating application or system. All processing and ETL can run in hybrid (i.e., on-premises and cloud) mode.

Archive360 Connect™ for Email Journaling – supports onboarding legacy journal data and stream live journal data (extensive list of supported data types including from O365, public and business social media platforms) while keeping the journal contents completely intact with zero metadata loss or data conversion, for a legally defensible and secure journal.

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Archive360 Connect™ for Monitoring and Supervision – offers FINRA/SEC role-based supervisory review with machine learning content/message sampling, customizable review workflows, escalations, and reporting.

Archive360 Connect™ for Microsoft Exchange – offers capture, indexing and restoration of Microsoft Exchange Server and Microsoft 365 data, plus other major email platforms. It offers direct end-user mailbox access as well as full search and eDiscovery directly from within Outlook.

Archive360 Connect™ for Microsoft Teams – supports compliant capture and management of all Microsoft Teams data in its native format. All Teams data can be searched and reviewed as threaded Teams messages and content in full context within all chats.

Archive360 Connect™ for Slack – supports compliant capture and management of all Slack data in its native format. All Slack data can be searched and reviewed as threaded messages with content in full context within all messages.

Archive360 Connect™ for Zoom – supports compliant capture and management of all Zoom data in its native format All Zoom data can be searched and reviewed as threaded messages with content in full context within all messages.

Archive360 Connect™ for SharePoint Online – enables management of an organization's SharePoint Online storage limit by extending SharePoint storage to the Azure Cloud. Files are automatically archived in their native format according to organizational policies leaving behind a link to the file in the archive. Users continue to have seamless access to their archived files directly from the file's original SharePoint location. All activities performed on archived content are tracked and logged in an immutable audit trail.

Archive360 Connect™ for Salesforce – offers archiving and management of all Salesforce data objects including all record input and changes, email (and attachments), chatter IM and other data.

Archive360 Connect™ for File Systems – offers archiving and ongoing information management for file system/share drive data generated from multiple applications. All file system data is stored in its native format for legal defensibility, chain of custody, and complete metadata retention.

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Archive360 Cloud Security Gateway – provides complete control over who has access to what, when they have access, and where they have access with role- and attribute-based access controls (RBAC & ABAC). Information is encrypted in transit and at rest and customers control where encryption keys are stored (in a vault on-premises or in their dedicated cloud tenant), managed, and how often they are rotated. Redaction, anonymization, and masking are policy-driven enabling organizations to automatically control access to sensitive information.

Archive360 eDiscovery – available to all Archive360 customers, supports archive-wide or specific searches, data culling, legal hold placement, early case assessment, review, analytics and production across all archived data/documents with access strictly controlled by role- and attribute- based access controls as well as classification-driven encryption.

Archive360 Records Management –offers management of records throughout their lifecycle based on an organization's specific policies, taxonomy and records classification. AI/ML-based predictive (and trainable) classification and tagging of records can be based on user, group, date ranges, country or location, content, metadata, keywords or sensitive information.

STRENGTHS

- Archive360's PaaS / Dedicated SaaS architecture provides customers the flexibility to implement and manage the solution in their own cloud tenant, as a managed service with Archive360's assistance, or with Archive360 managing their Azure tenant and archive.

- Archive360 platform offers a Zero Trust security model which allows the solution to be implemented in isolated environments, while customers can benefit from Archive360 Cloud Security Gateway to encrypt their data, isolate and manage their encryption keys.

- Archive360 delivers an open platform, where all data and metadata are stored in application-native format, allowing customers to directly access, manage and control their data and extract it from the Archive360 archive with no fees, throttling, or conversions needed.

WEAKNESSES

- Archive360 is currently localized only in English. Support for additional languages is on the vendor's roadmap.

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- Archive360 offers limited website archiving capabilities.

- Achive360 solutions are a best fit for mid-size to large customers with complex data archiving and compliance needs.

OPENTEXT

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OpenText, founded in 1991, offers information management and governance solutions globally in the cloud and its customer's data centers. OpenText is known for its content services and analytics products as well as eDiscovery, and archiving solutions. OpenText is a publicly traded company. In January 2023, OpenText closed the acquisition of Micro Focus International plc ("Micro Focus"), a provider of software technology and services.

SOLUTION

OpenText offers archiving solutions for various high-volume content and data-archiving use cases pervasive in large enterprises. The solutions cover both unstructured content such as documents and email and structured data from line of business applications. Typical use cases include long-term compliance, data consolidation, application de-commissioning, high-volume customer communications, and storage cost reduction. OpenText offers high-fidelity capture of complex data, intelligence-enhanced metadata, and integration with process and productivity applications. It also embeds search and view functions within CRM, ERP, and HRM applications to help users maintain access to the data throughout its lifecycle. OpenText archiving solutions are available in various deployment models, including managed services, hyperscaler deployment, and on-premises, and support extended cloud storage scenarios such as Amazon S3, Google Coldline, and Azure Blob Storage. The company offers three distinct approaches to archiving: a general-purpose archive that combines structured data archiving and content; an SAP-focused cloud archiving solution; and an email and message archiving platform.

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The OpenText portfolio comprises the following information archiving solutions:

- **OpenText InfoArchive** – is a comprehensive, general-purpose archiving platform for cloud-based, on-premises, and hybrid archiving of enterprise information. It offers optimized tools for archiving structured and unstructured data together, preserving data context and fidelity, enhancing business-centric compliance, and simplify search and access to archived information. InfoArchive includes retention management, holds, masking, audit, and content encryption. InfoArchive offers data simplification, consolidation, and reference archiving through legacy system retirement/de-commissioning and active data archiving to reduce storage, application-load and backup costs. InfoArchive's platform includes tools for supporting file analysis and policy-driven archiving, data security, transformation print streams for web-based presentment, and integration with line of business (e.g. CRM) solutions. InfoArchive is optimized for deployment in the cloud and available for deployment in customer data centers.

- **OpenText Core Archive for SAP Solutions** – is a secure, cloud-based archive for data originating in SAP, as well as archiving content from adjacent applications. The solution integrates SAP structured transaction and process data with related key business documents in a compliant archive. It provides retention management, holds, audit, and content encryption. Core Archive is part of the OpenText Cloud, a SaaS solution operated by OpenText. The solution is integrated with SAP ArchiveLink, SAP Information Lifecycle Management (ILM), and the open standard for Content Management Interoperability Services (CMIS).

- **Retain Unified Archiving** – is a unified archive of all business communications including capturing and monitoring of all email and mobile communication: SMS, MMS, Voice Calls, WhatsApp, and WeChat, in addition to iOS and Android devices. It archives all encrypted SMS/Text messages and other data for iOS and Android. It is available as a cloud service or as an on-premises solution. The solution supports compliance, case assessment, search and eDiscovery use cases. Retain provides retention policies at the point of archiving and offers easy installation and administration. Data collected from multiple sources can be viewed and searched in the archive via a single interface in a unified format.

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STRENGTHS

- OpenText provides various deployment options, including on-premises, private cloud, SaaS cloud, and hybrid environments. The company has extensive marketplace agreements with large hyperscalers such as Amazon, Google, and Microsoft and a strategic relationship with SAP for archiving within its Core Archive and InfoArchive solutions.

- OpenText provides a strong portfolio of Information Management solutions that tightly integrate with their information archiving solutions. It also offers transformation capabilities that enable its customers and partners to archive information from sources or use cases not generally available from other vendors.

- Retain Archiving and Oversight allow organizations to capture archive and monitor mobile communication: SMS, MMS, Voice Calls, WhatsApp, and WeChat, while maintaining oversight and auditing trails.

- OpenText solutions are built for compliance and fully support litigation and regulatory audits. InfoArchive offers regulatory compliance where accessibility and reporting across transactional and content records are required.

- OpenText archiving solutions offer out-of-the-box support for eDiscovery searches, including capabilities for indexing, legal hold, ESI preservation, chain of custody, production sets, audits and search technologies.

- OpenText archiving solutions provide the flexibility to archive and apply various retention or records management policies to a broad range of structured and unstructured content types. OpenText builds on a common storage architecture to provide a compliant repository for file content combined with structured data.

WEAKNESSES

- While OpenText provides extensive support for archiving of Teams and SharePoint data, connectors for other IM/Chat platforms are not included. OpenText recommends using third-party social-media connectors for ingestion directly into the archives.

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- OpenText only provides website archiving for its OpenText Web Experience Management (WEM) solution.

- Retain does not offer a native DLP solution.

- While Retain provides a native mobile app, OpenText's data-archiving solutions provide access to data only through mobile-responsive, web interfaces.

SPECIALISTS

JATHEON TECHNOLOGIES, INC.

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www.jatheon.com

Founded in 2004, Jatheon Technologies offers email, social media and mobile archiving solutions for compliance and eDiscovery with a strong focus on highly regulated industries such as government, finance, healthcare, education and legal. The company is privately held.

SOLUTIONS

Jatheon offers on-premises, cloud-based, hybrid and virtual archiving solutions for capturing, indexing, long-term storage, management, retrieval and dynamic monitoring of corporate email and messaging data. The solutions are compatible with all major email platforms, such as Microsoft Exchange, Microsoft Office 365, Google Workspace, GroupWise, HCL Notes/Domino, Bloomberg and others.

- **Jatheon Cloud** – is a cloud-based data archiving platform that is email platform agnostic and includes advanced search capabilities and a level of granularity suitable for eDiscovery. Social media archiving is available in Jatheon Cloud, with support for Facebook, Instagram, and Twitter. LinkedIn archiving is in development. Jatheon Cloud can also archive Microsoft Teams, WhatsApp (including the capture of deleted messages), Google chat, Bloomberg chat and text messages/phone calls/voicemail from all major global carriers. An integrated

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redaction feature allows users to remove personally identifiable information (PII), PHI and other sensitive and protected data prior to export for FOIA and eDiscovery requests.

- **Jatheon Archiving Suite** is an appliance-based product that can be deployed as an archiving appliance (i.e., on-premises archiving product plus software package), or as a virtual appliance deployed on premises or in the cloud. It consists of:

  - **Jatheon cCore** – an enterprise-grade, scalable and expandable archiving appliance. It offers data processing, secure, long-term archival and management capabilities suited to the needs of organizations of all sizes. It is email platform-agnostic, and includes sophisticated search capabilities, and granularity suitable for eDiscovery.

  - **Jatheon Care** – is a comprehensive customer service and support package which includes: 24/7 in-house technical support and dynamic system monitoring; free hardware maintenance and software updates; automated legacy data import and migration using a proprietary tool, Jatheon Auto Migrator; assistance with data backup, as well as training and technical documentation.

  In addition, Jatheon offers the following add-ons for its on-premises setup:

  - **Jatheon Cloud Backup** – data captured by Jatheon cCore can be mirrored to Jatheon's Cloud Backup for additional safety and easier disaster recovery.

  - **Jatheon Xpand** – Jatheon's expansion units offer an easy and cost-effective way to add more storage without purchasing an entire new archiving appliance.

  - **Jatheon DR** – A secondary disaster recovery appliance where data is replicated from the primary archive appliance for added security and data redundancy.

Jatheon's email archiving products come with the following key features:

- *Comprehensive Indexing and Archiving* – the ability to capture and archive legacy and current content together with metadata. Jatheon's solutions index all content upon capture, which allows users to search using a wide range of criteria. Jatheon solutions offer support for various content types, including email, major social media platforms,

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mobile messages, phone calls, voicemail, WhatsApp, Microsoft Teams, Google Chat, Bloomberg Chat and video.

- *Role-Based Access to Data* – Jatheon's solutions allow the creation of custom user roles and associated 60+ permissions based on the organization's unique needs. End user access to their personal archive enables employees to easily access, search, organize, manage, and export specific messages as needed.

- *Comprehensive Search* – is available via a secure web-based interface, mobile app or through an integrated Microsoft Outlook Plugin. Jatheon offers Simple Search, for everyday queries, and Advanced Search, with full Boolean support, wildcard, proximity, and fuzzy searches, filtering, and the ability to search by using keywords and keyword lists and search through attachments. Social media search allows users to choose a social media service, select types of messages within a service (e.g. post or direct message) and search by criteria (e.g., from, to, chat name, content, tag, notes).

- *Compliance Features* – compliance with a variety of government, state and industry regulations and bodies that regulate electronic data retention and privacy in the US, Canada, Australia, and Europe, including FRCP, FINRA, SEC, SOX, GLBA, HIPAA, FERPA, NARA, FOIA (and State Sunshine Laws), GDPR, CCPA, FIPPA, LGPD and others. Custom retention policies as well as automatic deletion of records can be applied.

- *eDiscovery Features* – such as advanced search, legal hold, audit trail, customizable policies, saved searches and other features which allow organizations to produce evidence for litigation quickly and efficiently. Redaction of personally identifiable information is also supported.

- *Support for Multiple Formats* – Jatheon supports import, export, and backup to Portable Document File (PDF), Redacted PDF, Personal Storage Table (PST), MIME RFC 822 (EML) and Notes Storage Facility (NSF) formats. Social media records can be exported to HTML and transcript.

- *Outlook Plugin* – supports access and search of archived data directly from Outlook and is available on both Jatheon Archiving Suite and Jatheon Cloud.

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- *Mobile App* – through Jatheon Archive mobile app, users can access and search the archive from mobile devices (both Android and iOS).

- *MSP Portal* (cloud) – within Jatheon Cloud, Jatheon provides managed services providers with a platform to manage their own clients.

- *Self-Healing Storage Technology* (on-premises) – prevents damage caused by deterioration of magnetic disks and contains bit rot proof for long-term data protection.

- *Storage Optimization Features* – include deduplication, single-instance storage (of attachments) and compression to reduce information footprint and increase data efficiency.

STRENGTHS

- Jatheon's solutions are fully platform-agnostic, compatible with all major email clients and provide archiving support for a broad range of messaging and social media content.

- Jatheon's on-premises solutions offer enhanced security with expandable, enterprise-grade hardware on all appliance models.

- Jatheon solutions are easy to deploy and manage, and offer predictable pricing designed to appeal to organizations of all sizes across all industries.

- Jatheon offers all-in-one solutions that can retain various types of unstructured data (e.g., email, social media, IM, and mobile), which is then searchable from a single screen.

- Jatheon can import data from legacy systems in PST and EML formats, and export to PST, EML and PDF.

WEAKNESSES

- Jatheon has increased its archiving capabilities for instant messaging and social media, however the vendor still lacks support for some popular platforms, such as Slack. Customers should check carefully on supported platforms and services.

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- Jatheon does not currently archive Microsoft SharePoint content.

- Jatheon supports website archiving only through a partner solution.

- Jatheon on-premises solution is localized only in English, the cloud solution is localized in English, German, and Portuguese. Jatheon is working to add support for a greater number of European languages.

- While Jatheon offers both on-premises and cloud solutions, the feature set of the cloud offering is significantly more feature rich than that of the on-premises solution.

MICROSOFT

One Microsoft Way
Redmond, WA 98052-6399
www.microsoft.com

Microsoft offers products and services for businesses and consumers, through a portfolio of solutions for office productivity, messaging, collaboration, and more.

SOLUTION

Microsoft offers native archiving functionality: on-premises, through deployments of Microsoft Exchange Server (i.e., 2010 SP2 or later, 2013, 2016, 2019); cloud-based, through select Microsoft Office 365 plans; or as a stand-alone cloud solution, called Exchange Online Archiving, for cloud or on-premises customers. All Microsoft archiving solutions meet SEC Rule 17a-4 requirements.

Microsoft Exchange Server and **Microsoft Office 365** – offers native archiving and compliance (formerly known as In-Place Archiving) under the **Microsoft Purview** governance solutions umbrella, which comprises the following features:

- *Archive Mailbox* – the archive mailbox is a specialized mailbox that integrates with a user's primary mailbox. Users can access the archive mailbox through Microsoft Outlook or Outlook on the web. Email messages can be archived manually or automatically based on

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policies created by administrators. Office 365 offers unlimited archiving (also called auto-expanding archiving).

- *Retention Policies* – retention policies can be defined to dispose of email messages after a defined period of time. Retention tags are used to automatically classify each email message. Data retention policies can apply to the entire organization, specific locations, or users. When content is subject to a retention policy, users can continue to edit and work with the content because it is retained in place. If users edit or delete content that is subject to a retention policy, a copy is retained to a secure location while the policy is in effect. In addition, to comply with regulations such as SEC Rule 17a-4, which require that after a retention policy is turned on it cannot be turned off or made less restrictive, Microsoft supports Preservation Lock which means that after a policy is locked no one, not even administrators can change or turn it off.

- *Multi-mailbox Search* – enables searches across a broad range of mailbox items, including mail, attachments, calendar appointments, tasks, and contacts. Multi-mailbox can search simultaneously across mailboxes, archive mailboxes, and recovered items from the web-based console. In Office 365 a Content Search tool is provided through the Purview Compliance Portal (formerly Security & Compliance Center) which allows to find email in Exchange mailboxes, documents in SharePoint and OneDrive, and conversations in Teams.

- *In-Place Hold* and *Litigation Hold* – In-Place Hold allows users to search and preserve messages matching specified query parameters. Litigation Hold preserves all mailbox content. Both protect messages from deletion, modification, and tampering. Messages can be preserved indefinitely, or for a specified time period. Administrators can place specific mailboxes on litigation hold during a pending or ongoing legal investigation. The Litigation Hold process is transparent to end users.

- *In-Place Discovery* – enables authorized users to perform federated searches across Microsoft SharePoint and SharePoint Online websites, documents, file shares indexed by Microsoft SharePoint, mailbox content in Microsoft Exchange Server, and archived Teams content. Office 365 provides eDiscovery tools in the Purview Compliance Center. Organizations can set up eDiscovery cases to control who can create, access and manage eDiscovery cases. The Content Search tool can be used to search locations on hold for content that might respond to cases, as well as export and download results for further investigation by external reviewers. Organizations with the Office 365 E5 subscription can

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also prepare search results for analysis in Advanced eDiscovery, which supports text analytics, machine learning and predictive coding to process vast quantities of data to identify items that are relevant to a specific case.

- *Archiving third-party data* – Office 365 supports the import and archiving of third-party data from social media platforms (e.g., LinkedIn, Facebook, Twitter, Yammer, and others), Instant Messaging (e.g., Cisco Jabber, and others), document collaboration (e.g., Box, DropBox, and others), SMS/text messaging, and vertical industry applications (e.g., Salesforce Chatter, Thomson Reuters, Bloomberg, and others). Customers, however, must work with Microsoft partners to deploy and configure connectors that will extract items from the third-party data source and import into Office 365.

Microsoft also offers **Exchange Online Archiving,** which provides the option of cloud-based archiving for customers that have deployed Microsoft Exchange Server on-premises (i.e., Exchange Server 2019, 2016, 2013, and 2010 SP2), or as an add-on to certain Exchange Online or Microsoft365 plans. Microsoft Exchange Online Archiving provides:

- *Retention Policies* – email messages can be automatically moved to the archive mailbox in a specified number of days and deleted after another span of days.

- *In-Place Hold* and *Litigation Hold* – enables users to delete and edit mailbox items (including email messages, appointments, and tasks) from both their primary mailboxes and archives, while the items are still captured by the hold thus preserving immutability. Administrators can setup legal holds on individual users or across an organization.

- *In-Place eDiscovery* – Exchange Online Archiving supports In-Place eDiscovery to allow searching the contents of mailboxes in an organization. Administrators or authorized Discovery managers can search a variety of mailbox items, including email messages, attachments, calendar appointments, tasks, and contacts. In-Place eDiscovery can search simultaneously across primary mailboxes and archives.

- *Instant Messaging Archiving* – Microsoft Exchange Online Archive can archive Teams content. IM conversations can be stored in a user's mailbox and then sent to their personal archive.

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- *Access to the Service* – users and administrators can access Microsoft Exchange Online Archiving from the Microsoft Outlook email client, or online through Outlook on the web.

- *Customization* – Microsoft Exchange Online Archiving comes with customized reports to establish an audit trail of any inquiry.

- *Auto-expanding archiving* – delivers unlimited archiving, by automatically adding storage capacity when the user's initial storage quota is reached.

STRENGTHS

- Archiving comes as a native feature of Microsoft Exchange Server and Microsoft Office 365, which helps streamline integration between the archiving platform, archive content, and user access.

- Microsoft Office 365 offers a consistent set of native information archiving, search and eDiscovery capabilities across email, SharePoint, OneDrive, and Teams, which is a valuable advantage for organizations vested in these technologies.

- Microsoft archiving is available as an on-premises solution, cloud service, or a hybrid solution (for instance customers of on-premises Exchange can deploy Microsoft Online Archiving for cloud-based archiving).

- Microsoft's on-premises Exchange Server archiving and cloud-based Microsoft Online Archiving, both support archival of Microsoft SharePoint and Teams content.

- Tight integration between In-Place Holds and In-Place Discovery features allows users to simultaneously search, and place holds on content within the same interface and query.

- For basic eDiscovery, Microsoft's legal hold feature prevents data from being deleted or edited during an internal or external investigation. Customers with the Office 365 E5 subscription, can also leverage Advanced eDiscovery, which uses machine learning and predictive coding, to help process vast quantities of data relevant to a specific case.

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WEAKNESSES

- For on-premises deployments, Microsoft Exchange Server does not offer single instance storage (i.e., de-duplication), instead it keeps multiple copies of email messages and attachments. This requires an increase in storage capacity and can affect Microsoft Exchange Server's backup and restore capabilities.

- Microsoft archiving is highly Microsoft-centric and does not provide support for non-Microsoft email platforms.

- Microsoft supports archiving of third-party content data in Office 365, however, this is not available through native connectors, but rather it must be handled through third-party integrations performed by Microsoft partners.

- Microsoft archiving allows archived data to be accessed by IT administrators, however, support for end user access to their personal content archive is available only through each separate application (e.g., Outlook and Outlook on the web for email content).

- Customers we spoke to as part of this research, often indicated that while they value Microsoft's native archiving and retention capabilities as a good starting point for their information retention strategies, they typically also deploy additional archiving solutions from best-of-breed vendors.

GOOGLE

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Founded in 1998, Google offers solutions for businesses and consumers. The Google Cloud portfolio of products, services and tools is aimed at enterprise customers. It comprises the Google Cloud Platform which spans storage, infrastructure, networking, data, analytics and app development, machine learning tools and APIs as well as Google Workspace email, collaboration, and productivity tools.

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SOLUTION

Google Workspace includes **Google Vault**, a web-based retention management, information governance, and eDiscovery solution. Vault works natively within Workspace and is built on the same infrastructure.

Vault supports retention, legal holds, and search and export for Gmail, Google Drive, Google Groups, Google Chat, Google Voice. Google Hangouts, Google Meet, and Google Sites are supported in conjunction with Drive rules.

Key features of Google Vault include:

- *Retention Management* – Vault provides a single interface where email Drive content, Chats, Meet video files, Q&A and polls, group conversation, Voice mails and logs are managed in-place. This includes email messages in Google Groups as well as files in Drive (including shared drives). Audit trails provide reports on user activity and actions in Vault. Businesses can define retention policies for email, documents, and other supported content.

- *eDiscovery* – search tools enable the finding and retrieval of all email, chat messages, and Google Drive files relevant to a particular case or investigation. Vault includes Google search algorithms for domain wide searches across large amounts of email and files. Search queries can be defined and saved for future use by authorized users. Messages and documents can be exported for further review and processing. Legal holds can be placed on users to prevent the deletion of email, documents, and other content. Vault supports API access for ease of integration with third-party eDiscovery solutions.

- *Security* – security features of Vault include access controls, encrypted connection to Google's servers, and built-in disaster recovery.

STRENGTHS

- Google Vault provides a familiar interface for Google Workspace users and is easily deployed and managed in conjunction with Workspace services.

- Google Vault administrators can apply retention and preservation policies to Gmail, Drive, Chat, Meet, Groups and Voice content. Indefinite retention periods are also supported within

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Google Vault. Vault Administrators can also place user accounts on hold, preserving all Gmail, Drive, Chat, Meet, Groups and Voice data that they own or have direct access to.

- Google Vault provides search and export functionality for email, chats, and documents. Search results can be exported and provided to a third-party.

- Vault offers manage-in-place capabilities by applying retention policies directly to Google Workspace data, without the need to move, export, or create a copy of data in a separate location.

- As part of the Google Workspace platform, the Vault interface is localized in various languages, and can support content from many more languages.
- A number of third-party eDiscovery and Archiving vendors have integrated their solutions directly with Google Workspace and Google Vault to enable deeper eDiscovery and archiving capabilities that are needed by organizations with more stringent compliance requirements.

WEAKNESSES

- Google Vault does not currently integrate with all Google Workspace services. However, Google continues to address this through future releases.

- While Google Vault offers eDiscovery capabilities, these are fairly basic and are mostly meant to complement third-party eDiscovery solutions.

- Google Vault is aimed at Workspace customers. Organizations with heterogeneous email or information content environments will need to invest in a complementary archiving solution or look elsewhere for their archiving needs.

- Google Vault is available only as a cloud service. Customers interested in on-premises or hybrid archiving deployments will need to look elsewhere.

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BARRACUDA NETWORKS

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www.barracuda.com

Barracuda Networks, founded in 2003, provides security, archiving and storage solutions. Barracuda Networks is a privately held company, owned by investment firm Kohlberg Kravis Roberts & Co (KKR).

SOLUTIONS

Barracuda offers the following archiving solutions:

- **Barracuda Message Archiver** – is an appliance-based archiving solution for email and other message content. It is available as an on-premises appliance or a virtual appliance, and can be deployed in private or public clouds, including Amazon AWS.

- **Barracuda Cloud Archiving Service** – is a SaaS solution which uses the Barracuda Cloud to deliver a cloud-based archiving service. It is hosted and managed by Barracuda in their own datacenters and does not require additional on-premises customer hardware or software. The service is also a central component of the Barracuda Email Protection Premium Plus suite of cloud services, which is aimed at organizations moving to cloud-based solutions, such as Microsoft 365 and Google Workspace.

- **Barracuda Sonian Archive** – is an email archiving solution for legal, regulatory and continuity purposes. Customers can archive and search their email, including more than 500 attachment types. Sonian offers unlimited storage at low and predictable costs and is aimed at MSPs who wish to provide email archiving using their own branding.

Barracuda archiving solutions provide the following key features:

- *Comprehensive Archiving* – allows both current and historical email data to be captured and archived, with support for non-email content enabling customers to also archive messages, appointments, contacts, notes, tasks, and IM conversations.

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- *Archive Access (Message Archiver and Cloud Archiver)* – an Outlook Plug-in provides fully integrated access to archived data from the desktop alongside email, and data can be cached to provide ongoing access when offline. A dedicated web client interface is available for anytime/anywhere mobile access to archived data.

- *Archive Management* – role-based administration provides user-level access controls, with configurable granular permissions provided for managing auditor access to data. Direct integration with LDAP/AD provides easy end-user access with minimum configuration. Sonian users can also be configured with Microsoft Single Sign-On. Violations of message policies are reported to auditors, and the Message Archiver also provides comprehensive real-time reports and statistics on data volume, traffic, and storage utilization.

- *Compliance* – SMTP Journal Capture ensures an accurate and unmodified copy of every email sent or received, including details of all recipients. Email is captured without opportunity for amendment or deletion. Granular data retention policies can be customized to meet complex regulatory or business requirements, and a comprehensive audit trail ensures that a full record of all system activities can be provided to demonstrate compliance.

- *eDiscovery* – multilevel full text searches can be conducted on all message content and attachments as well as message header fields, tags, and metadata fields. Search criteria can be saved for future use, and search results can be tagged for future identification, or placed on legal hold if needed. Relevant data can be exported as needed for further processing.

- *Storage Management (Barracuda Message Archiver)* – uses message stubbing to remove archived content from Exchange whilst retaining full access for the end user. Messages and attachments are de-duplicated using Barracuda's single-instance storage technology, and then compressed to maximize archive storage efficiency.

- *Data preservation* **–** Data in Barracuda's cloud is encrypted both in transit and at rest using AES 256 cypher-strength encryption. This provides a persistent, immutable record of discussions, documents, and data.

STRENGTHS

- Barracuda offers a strong suite of solutions aimed at the small and medium market, as well as MSPs. The solutions are simple to deploy, maintain and offer simple per-user or per-

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appliance pricing and no additional charges.

- The Barracuda Cloud Archiving Service integrates with Microsoft 365, Microsoft Exchange, Google Workspace, and other email services to provide a complete cloud-based archive with no additional customer hardware or software required.

- The Barracuda Message Archiver can mirror data to the Barracuda Cloud Archiving Service for secure longer-term retention and storage, or to facilitate disaster recovery.

- Barracuda provides multiple user interface options, including companion applications for Window and macOS, an Outlook add-in, and a web interface.

- Sonian Archive helps IT, and legal users proactively achieve risk mitigation through the enforcement of data governance, compliance, and corporate policies.

WEAKNESSES

- Barracuda offers limited archiving support for enterprise social services such as, Microsoft Teams, Slack, or website content.

- Barracuda archiving solutions lack sophisticated AI-based search or e-Discovery and surveillance features which are needed by organizations which need to meet advanced regulatory requirements.

- Archiving of instant messaging is limited to Skype for Business conversation imports.

- Sonian Archive currently offers access to content from browsers, or through Microsoft 365/Outlook. However, access through iOS and Android mobile apps has been discontinued.

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MATURE PLAYERS

PROOFPOINT

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Proofpoint delivers solutions for email security, data loss prevention, eDiscovery, security and awareness training, insider threat management and email archiving. Proofpoint is owned by investment firm Thoma Bravo.

SOLUTION

Proofpoint Archive is a SaaS solution that provides information archiving, eDiscovery, and regulatory compliance for Microsoft 365 and on-premises Microsoft Exchange Server, or other data sources via a combination of native and third-party connectors. An optional appliance can be deployed in the customer's data center to encrypt information before it leaves their premises and send it in encrypted form to the Proofpoint Datacenters for additional security. Key features of Proofpoint Archive include:

- *Message Retention* – Proofpoint Archive offers tight integration with Microsoft Exchange Server and Microsoft Active Directory. Email messages are captured via Exchange journaling. For standard deployments, journaling rules point directly to Proofpoint data centers, making for a very straightforward setup. Integration with Active Directory can be deployed with a Proofpoint AD Sync tool, or customers can leverage an API to deliver user directory data via an LDIF file. The Proofpoint DoubleBlind Key Architecture provides security for messages and indices at rest. It also enables users to search for and view archived items without first having to decrypt. For hybrid deployments, with the optional Archiving Appliance, messages are encrypted on-premises and can only be decrypted by an authorized user that has access to the User Interface through the appliance. Proofpoint customers maintain sole possession of encryption keys, which ensures a high level of security. Whether deployed as a hybrid or fully hosted solution, Archive protects data in transit from the data source all the way to storing and retention in the archive. Archive can archive email, Bloomberg messages, IM's, social media content and more. Proofpoint also has a Selective Disposition feature, which enables customers to hide specific archived items in accordance

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with their policies or dispose of them from the archive prior to the end of the retention period (e.g., privileged, sensitive content, or to comply with GDPR requests).

- *Legal Hold Management* – Proofpoint Archive allows for the creation and enforcement of legal holds to preserve old and new messages (in effect suspending their assigned retention period). These messages are maintained in a tamper-proof repository for the duration of the legal matter but can be accessed and reported on by authorized members of the legal team through a web-based interface. To enhance the Legal Hold process, Proofpoint supports person-based holds that preserve archived items belonging to specific Active Directory users, or ad hoc holds that preserve items that meet specific criteria.

- *Advanced Search and eDiscovery Analytics* – Proofpoint Archive includes full-text and wildcard-based searches of message headers, message body, and over 500 types of attachments by legal teams and/or administrators. Proofpoint offers a search time guarantee of less than 20 seconds. An integrated optional module, *Proofpoint Discover*, is also available for data visualization, Technology Assisted Review (predictive coding), conversation threading, Query Analytics, and Case Management.

- *Supervisory Review* – for organizations subject to SEC/FINRA compliance requirements, Proofpoint provides full compliance review to allow supervisory reviewers to monitor email for policy adherence. Proofpoint also provides full SEC 17a-4 compliant storage. *Proofpoint Supervision* is an optional add-on module to Archive, which incorporates easily configurable policies and sampling rules, and allows users to assess the effectiveness of each reviewer and policy through a real-time dashboard. The Supervision platform relies on advanced machine learning to enable options like Sentiment Based Selection and Automated Language Detection. In addition, *Proofpoint Automate* is an add-on to Supervision which uses machine learning models to reduce low-value supervision content.

- *Personal Archive Access & Mailbox Management* – The Proofpoint Archive supports advanced productivity tools, such as archive access through iOS or Android mobile apps, and a full featured Outlook plugin (including a direct drag and drop feature from the archive to the mailbox). It also supports providing end users with Outlook folder sync functionality, as well as imported PST folder preservation. For customers with on-premises Exchange, Proofpoint offers an automated stubbing feature that removes email attachments from Microsoft Exchange Server, while still making them available to users through the Microsoft

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Outlook client. Stubbing helps preserve storage space in Exchange and minimizes user creation of PST files.

- *FISMA Compliance* – Proofpoint provides a FISMA-compliant offering for Federal Government customers.

- *FedRAMP Certification* – Proofpoint's cloud archiving service, including all deployment models, are FedRAMP certified.

Proofpoint also offers a stand-alone solution, **Proofpoint Capture**, which provides the ability to capture and manage content from social media and enterprise collaboration, sources such as: Microsoft Teams, Zoom, Slack, Facebook, Twitter, LinkedIn, Microsoft Yammer, SalesForce Chatter, Jive, and others. Content can be delivered to any third-party information archiving repository, as well as Proofpoint Archive. For content retained within Archive, Proofpoint provides enhanced integration, single pane of glass visibility to all archived content, and can segregate social content using tags. Proofpoint also offers two optional add-on products to Proofpoint Capture: *Proofpoint Patrol*, enables teams to monitor, remediate and report on social media compliance at scale; and *Proofpoint Track* ensures that captured communications are received by downstream services, such as repositories and supervision tools.

STRENGTHS

- Proofpoint Supervision provides quick and efficient supervision, review and reporting on all correspondence in order to ensure regulatory compliance, including meeting FINRA, SEC and IIROC obligations.

- Proofpoint provides built-in search, legal hold and export to address basic eDiscovery requirements, as well as advanced capabilities through Proofpoint Discover, which includes Case Management, Conversation Threading and Technology Assisted Review.

- The optional Hybrid deployment with on-premises archiving appliances offers an additional level of cloud data storage security by putting the keys in the customers infrastructure.

- Proofpoint offers compelling, financially backed SLAs for archive search performance and archive availability.

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- Proofpoint Archive is capable of archiving email messages, Bloomberg messages, IM's, social media and enterprise collaboration content and files from desktops and file shares like Box and OneDrive.

- Proofpoint offers mobile archive access through apps for iOS and Android, as well as an updated web-based user interface designed for tablet devices.

WEAKNESSES

- Proofpoint Archive only supports Microsoft Exchange Server or Microsoft 365 messaging environments, other messaging platforms such as Google Workspace are not supported.

- Website archiving is only available through partner solutions.

- Archiving of SharePoint Sites is only available through partner solutions.

- Customers interviewed as part of this research, indicated that they consider Proofpoint deployments to be generally more expensive than competing solutions.

- Proofpoint is mostly visible in North America and Europe, the company lacks market visibility in other geographies.

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- **Social Media**
- **Instant Messaging**
- **Archiving & Compliance**
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