

Mailsafe Compliance Datasheet



Taking the complication out of compliance

Techne-Comm's MailSafe product is the first software indexing and archiving application to fully integrate into MS Outlook. MailSafe enables users to index and archive emails to a central SQL server database providing quick and easy access to emails for team based users in projects, groups and departments as well as providing major savings in PST and Exchange file storage.

Techne-Comm has now added a compliance module to MailSafe which builds on the structure and principles already successfully used in MailSafe, and uses the same SQL database as the indexing module. MailSafe compliance module enables you to put a tick alongside the question 'Are you e-mail compliant?' so you needn't worry about it ever again.

- MailSafe's Compliance module 100% guarantees to capture and archive to a SQL database all internal and external e-mails that have been either sent or received. Discretionary rules can be applied, if required, to ignore insignificant or immaterial e-mails e.g. Dilbert Cartoons, BBC News items etc
- All captured e-mails are encrypted and compressed so that they cannot be altered or changed.
- All searching, finding and viewing is based on Active Directory or Group/User rights. All searching and viewing is done from within Outlook with the matching e-mails being displayed in their original e-mail format. There is no need to go to another application or web browser.
- Complies with regulatory requirements such as Sarbanes-Oxley, Freedom of Information Act, Data Protection Act etc and is easy to Audit
- Does not impact on the normal day to day use of Outlook
- Major savings on PST file size and quota storage limits.
- Fast easy access to e-mails with powerful searching facilities.
- Compliance does not have to be expensive to be effective

Brief Overview of the MailSafe Compliance Module

The MailSafe Compliance module will automatically capture all internal and external e-mails received or sent by an organisation via Exchange Server 2000, 2003, 2007. E-mails are captured in 'real time' before they get to the recipients' mailbox or immediately after they have been sent. The e-mail, together with any attachments, is compressed and encrypted so that it cannot be altered or changed and also is very efficient regarding storage space. Integrity and accuracy is guaranteed.

The encrypted and compressed e-mail is stored in a data folder. The SQL database will contain the e-mail header information e.g. From, To, CC, BCC, Date, Time, Subject, as well as all extracted text Message Data, together with a pointer to location of the encrypted e-mail in the data folder. The actual e-mail and attachment is stored outside of the SQL database so that many millions of e-mails can be satisfactorily handled in this way. Backup and restore facilities are much better with SQL than with Exchange and even if your Exchange server crashes you can still access your e-mails via MailSafe's compliance module.

All the above activity is transparent to the Outlook Mailbox User and the way in which they operate however MailSafe compliance offers many savings and benefits to an organisation.





1. At the simplest level users can continue using Outlook as they do now, but there is the added security that all e-mails, sent or received are archived to a SQL database.
2. MailSafe and its Compliance module run as a bolt on add-in to Outlook. Powerful, fast searches can be made for any e-mail and matching e-mails are then viewed in their original format together with attachments. Searches can be made of the header information described above together with text and phrase searches. Viewing permissions of tagged or indexed e-mails are granted based on Active Directory Groups or alternatively Users and Groups together with their rights can be independently set up within MailSafe.

A tagged or indexed e-mail can be searched for and viewed only by the group of users that are authorised to view it. This enables multiple users in the same group to see e-mails that have been sent or received by other members of their group. Whereas, the compliance module allows all users to only see their own archived e-mails i.e. their e-mail address is in From or To or CC or BCC.

N.B. Systems Administrator has access to all 'compliance' SQL database archived e-mails.

3. No e-mail is ever lost or mislaid and cannot be altered or changed. A single instance of each e-mail is kept and if a user edits or changes an e-mail within their Outlook Mailbox then this is not reflected in the Compliance modules archived e-mail. Only when an edited or altered e-mail is sent internally or externally does it become a new instance and therefore archived to the Compliance module as a new e-mail. The original e-mail remains unchanged.
4. As a general rule no e-mail user can be excluded from having their e-mails captured and archived however specific exceptions rules can be set up if required. All e-mails are archived in the Compliance module and once archived they cannot be changed. However, experience has shown that a number of organisations allow immaterial or insignificant e-mails to be received e.g. Dilbert Cartoons, BBC News items etc and rules can be set up by the Systems Administrator so that these e-mails are ignored as far as archiving and compliance storage is concerned.
5. MailSafe compliance complies with Sarbanes-Oxley (SOX), Freedom of Information Act (FOIA) and Data Protection Act (DPA) and many other regulatory requirements. In reality the same archiving requirements apply to e-mails as they do to paper based documents. Some paper documents can be kept for 3 years and others up to 20 years. All documents or e-mails must be found and made available within a reasonable time period if requested. Failure to produce these requested e-mails or documents will make the company directors liable and not the company itself. In the process of discovery, all e-mail servers and e-mails can be confiscated leaving the organisation without any e-mailing capability.
6. With SOX there is the added requirement that Compliance is auditable. With MailSafe's Compliance module all e-mails and attachments can be searched for, found and viewed very quickly. For auditing purposes searched for and viewed e-mails can be retrieved to a separate user account for the auditors or saved to a separate folder for separate investigation. The original e-mail and attachment will still remain in the Compliance Archive. Auditors can be set up with limited rights of access or they can have virtually the same rights as a Systems Administrator with regard to searching and viewing.





7. You can restore a single as well as a group of e-mails from MailSafe to the user's Outlook Mailbox using 'drag and drop' or Copy. For example if a single e-mail or group of e-mails have been deleted from the Outlook Mailbox on purpose or in error then they can be easily restored from the Compliance archive if the user has rights to access them.
8. MailSafe's Compliance module uses the journaling feature in Exchange. Password access to the Journaling account is set up within the Compliance module so that it remains secure.
9. Comprehensive security and activity logs are maintained within MailSafe. If for some reason there is a failure of MailSafe then this will not affect the inbound and outbound flow of e-mails via Exchange. No e-mails will be lost to MailSafe's compliance module because when MailSafe is restored after a failure then it will simply 'catch up' the e-mails from the journaling feature.
10. By their very nature BCC e-mails might be difficult to search for and view. MailSafe Compliance provides a facility to search for the occurrence of all BCC e-mails within a range e.g. date range.
11. It is important to recognise that MailSafe has an indexing facility whereby up to six user defined index fields can be used to 'tag' or index e-mails e.g. index by Account Number, Region, Customer Name, Contract Number etc. Having captured all e-mails in the Compliance modules SQL database then it is a simple matter to add the index field data to the selected e-mails that the user wants to tag or index. Indexed e-mails can be searched and retrieved by group members thus making e-mails available to all members in a group instead of only being viewable locally. 'Cascading' indexes are available within MailSafe so that available selections for each index is dependent on the previous higher index selection e.g. HR Department will have a different set of index choices compared to Sales Department.
12. Where an e-mail has a number of CC recipients then each recipient has the ability to index the e-mail in the manner that best suits their purposes e.g. Sales Department may want to index the same e-mail in a different way to Manufacturing Department. No duplication of indexing of the same e-mail is allowed.
13. Indexed e-mails can be deleted from the Mailbox thus saving quota space. Another major facility for space saving is the ability within MailSafe to sweep up old e-mails greater than 'n' months old and delete them from the users Mailboxes. If the user wants a particular e-mail or group of e-mails that 'belonged to them' and which may have been deleted, they can still gain access to them via the Compliance module and download them back into Outlook if required.

MailSafe has been designed and developed by Techne-Comm Ltd.



For more information visit:
www.mail-safe.co.uk
e-mail sales@techne-comm.co.uk
phone 01252 622345

