E-mail Management
Unlimited Mailbox ™

Customer Profile
NYC DOHMH is the nation's leading local health department, which strives to promote the health of all New Yorkers through more than 200 cutting-edge public health programs, innovative policy analysis, research, and legislative action.

The Challenge
- Users maintained large email mailboxes with many local Novell archives
- All users required direct, 24 x 7 access, without additional third-party training
- GroupWise emails would not be transferred into the user's new Exchange mailbox

The Solution
CGS implemented Unlimited Mailbox, which allowed the archiving of all GroupWise emails, prior to the migration to Exchange. The Unlimited Mailbox solution for Exchange was then implemented to ensure email management during the Exchange platform transition.

Key Benefits
- Reduce administrative costs and streamline processes
- Ensure compliance and regulatory requirements
- Eliminate redundancies and reduce storage requirements
- Provide flexible search and archiving capabilities
- Enable authentication and eDiscovery requirements
- Easier migration path

Storage, Retrieval, and Compliance

In today's corporate world, e-mail has become a key source of critical information, yet the number and size of incoming and outgoing e-mails is becoming increasingly difficult and costly to control. It is vital that your company manage the growing volumes of e-mail to ensure user productivity and meet compliance, supervision and audit requirements.

Leading companies are turning to Unlimited Mailbox™ from Computer Generated Solutions (CGS) as their e-mail archiving and management solution. Unlimited Mailbox is Java/J2EE based and supports legacy and current versions of Microsoft Exchange, Novell GroupWise® and Lotus Domino. The solution has been optimized to take full advantage of EMC Centera base feature set and works with other backend storage systems including Sun Microsystems/StorageTek, SATA Disk and SAN's architecture systems.

CGS' Unlimited Mailbox provides a universal archival database for quick search and retrieval of e-mail messages. Compatible with an array of leading e-mail applications, server platforms and storage networks, Unlimited Mailbox allows companies to reduce the cost of e-mail storage by automatically migrating older files from online storage to less expensive media.

User-friendly, flexible and powerful, Unlimited Mailbox leverages your existing e-mail storage environment and offers a better way to lower costs and meet regulatory requirements. On-demand access, automatic backup, and fast, easy recovery of message data reduce complexity and increase user productivity. Automated archiving, simple installation, fast retrieval, and centralized administration allows your organization to reduce costs that are necessary in today's environment. Unlimited Mailbox is unique in that it is non-invasive to your existing e-mail infrastructure—there is no code integrated into the client or production server environments.

Benefits to Your Business:

- Improved e-mail management by reducing the number of e-mail servers, while increasing performance
- Automated policy management
- Reduced costs and increased productivity
- On-demand, seamless access to message searching and auditing
- Compliance with government or company requirements regarding e-mail retention
- No additional software, hardware or relational databases required

CGS
Computer Generated Solutions ®

SOLUTIONS
TO EXTEND YOUR GLOBAL ENTERPRISE

Secure, Reliable and User-friendly

Since e-mail is a primary form of communication and collaboration, the ability to provide secure, reliable and user-friendly e-mail management is critical. Disruptions can slow down business process, causing unnecessary delay and cost. Unlimited Mailbox meets e-mail management challenges, providing administration, storage, retrieval, and compliance benefits.

A Familiar User Experience

Users retrieve e-mails through their existing e-mail interface. Logon and password access is not required to recover e-mails, removing end-user involvement with the system and easing the burden on IT administration staff. Seamless integration to the current e-mail client eliminates the need for user training. Archived mail can also be accessed from remote locations.

Easy to Implement and Administer

Unlimited Mailbox automates policy-based archiving and allows administrators to set flexible soft quotas based on file characteristics such as size and delivery date. By applying determined parameters, administrators can automatically limit the growth of the mail server's mailbox file and improve performance.

Search Capabilities

Unlimited Mailbox allows users to easily access and search their corporate or local e-mail archives using fields, sender, natural language, date range, Boolean operators or attachment filters. Mobile users are fully supported with local archives.

Regulatory Compliance

Government regulations now require that some companies store and archive e-mail messages for up to six years in specific formats. Unlimited Mailbox helps companies tackle government-mandated storage requirements by automating the e-mail archiving and retrieval process with logging in Pre/Post review mode for review, audit or escalation per NASD, and SEC requirements. Allowing for a wide range of reporting options, Unlimited Mailbox assures both scalability and security of archived e-mail.

E-discovery Readiness

E-mail, like a paper document, is routinely required for legal discovery. It is critical that businesses manage their exposure with the ability to access, search and retrieve pertinent records in a timely fashion. Unlimited Mailbox gives companies the ability to filter e-mails and attachments against pre-defined terms and index them for potential future legal audit. Each user e-mail has a corresponding log file to track the complete lifecycle.

"CGS' email management and archiving solution, Unlimited Mailbox, has allowed the NYC DOHMH to meet our strategic IT objectives of migrating to an Exchange environment while ensuring that we maintain the management of email and compliance requirements as well as providing a cost effective and efficient email management solution."
**Kamal Bherwani, Associate Commissioner/CIO-NYC DOHMH**

Straight-forward Architectural Design

Prior to the archiving process, Unlimited Mailbox performs an initial scan of each user's mailfile, based on the defined policy. The scan process calls to the mail server and checks one user at a time, one message at a time. Unlimited Mailbox "marks" the emails that meet the policy requirements for size and further "marks" the emails that meet both the size policy entry and the minimum date policy entry. The unique ID of each of the "marked" emails is transferred and held in one of two tables on the archive server. The "candidate table", which holds emails that have met the size policy entry, but not the minimum date entry. The "mailstock table" is reserved for emails that have reached both the size and date entries of the policy.

"CGS has shown that archiving is probably one of the most versatile technologies there is. Leading popular products are proprietary, which can make it difficult to customize the display information stored on their systems, but CGS made compatibility less of a concern. The design of Unlimited Mailbox allows for changes and customizations in a matter of days. "

Boris Hutorin, Director of IT Department-Town of Greenwich, CT

When an email is archived from a mailbox, the document is replaced by a stub, or place holder, which is inserted in the user's mailbox. This stub contains a limited amount of information regarding the original document such as the subject line and sender as well as a link to the complete archived document. By selecting the link, the original email document opens in a browser to be viewed, replied to, or forwarded. The administrator has no role in the file retrieval process, and no modifications to the mail files are required.
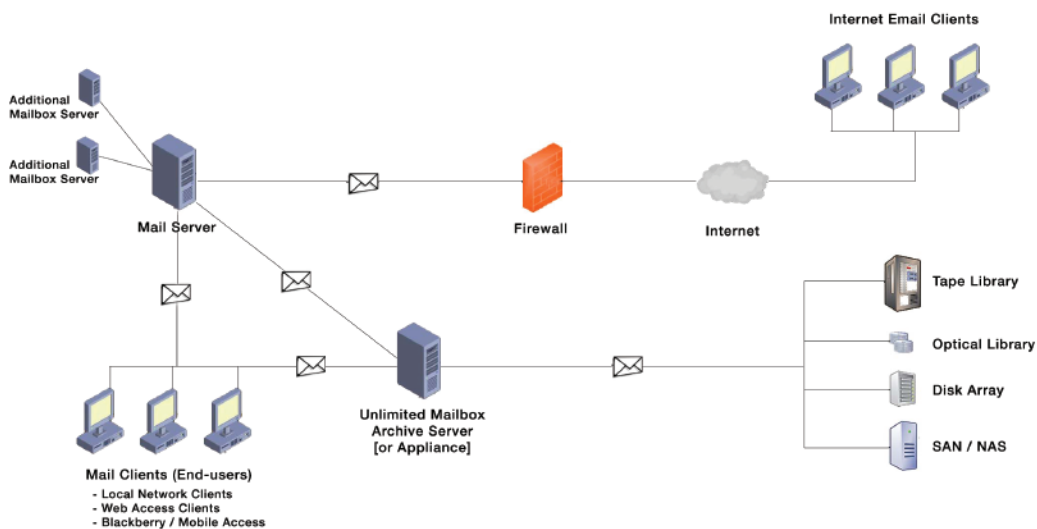
Unlimited Mailbox Deployment Diagram

Robust Backend Storage Support

Unlimited Mailbox is, by design, compatible with all major industry hardware vendors (e.g. IBM, Dell, HP, EMC). This frees the customer to select the hardware infrastructure that is best suited to other aspects of their operating environment.

An example of CGS / Unlimited Mailbox partnering is with the EMC Centera storage system. Unlimited Mailbox is EMC 'Proven', a designation achieved through exhaustive independent third party certification. EMC Centera combined with Unlimited Mailbox is designed to provide continuous, automatic, policy-driven data archiving. The system is extremely efficient at handling near-line resources and can stream data to and from these media libraries at device speeds. EMC Centera allows less expensive near-line media to act as a true extension of online storage by copying and accessing data simultaneously from multiple storage devices while maintaining online response time and ease of access without compromising performance.

Return On Investment

- Reduced the storage requirements in e-mail production servers by 40% for 180,000 users of an automotive manufacturer
- Reduced the number of e-mail servers from 90 to 23 in only six months for an investment bank

Unlimited Mailbox Technical Specs

Technical Specifications	
Ulimited Mailbox Server (Minimum) Dual Core Processor (e.g. Intel, AMD), 2 GB RAM per processor, 10 GB of free disk space, Local CD-ROM	**Removable Media Supported** WORM, Erasable Optical, Tape, DVD-RAM, CR-R
System Software *OS:* Windows NT 4.0 or higher, Solaris, Linux, AIX, HP-UX, OS/400 *Web Application Server:* IIS, Apache TomCat, WebSphere, WebLogic *Database:* MySQL, DB2, Oracle, SQL Server	**Performance/System Management Tools** Mail Traffic Monitoring, Message Store Diagnostic, Message Size Management, Compatible with Crystal Reports or Equivalent
Supported Network Storage IBM, Sun Microsystems, Hitachi Data Systems, EMC, HP, Network Appliance	**Mail/IM Systems Supported** MS Exchange, Sharepoint Team Services, Outlook/POP3, GroupWise, Lotus Notes/Domino, Bloomberg Gateway, UNIX Sendmail, SameTime, MSN IM, Akonix Gateway, SUN/1, FaceTime Gateway
Removable Media File Systems Legato, NTPS, ISO-9660, HSG Kodak-PhotoCD, Multi-Session CDRom Drive	**Compliance Management Compatibility** SEC 17-4a, NARA, HIPPA, Hashing Algorithim, NASD 3010/3110, DoD 5015.2 & 5015.5-STD, ARMA, FDA 21-CFR-11, NYSE Rule 400, Sarbanes Oxley, System Aduit trail, France COB FOIA, Bill C-198 (Canada)

Microsoft
GOLD CERTIFIED
Partner

IBM Premier Business Partner

BlackBerry.
Alliance Member

N
Ready
FOR NOVELL
GROUPWISE 6.5
Novell.

EMC²
PROVEN
CENTERA

CGS
Computer Generated Solutions ®

World Headquarters
Three World Financial Center
New York, NY 10281-1017
Phone: +1-212-408-3800
US Toll Free: +1-800-CGS-0684
www.cgsinc.com