



EMC-Computer Generated Solutions E-mail Management and E-discovery Solution

The Big Picture



- Saves time, money, and space on e-mail servers because the application runs on a different server (no code is loaded on the e-mail server)
- Remote calls to e-mail servers allow Unlimited Mailbox to run 24 hours per day, seven days a week without any impact on e-mail server performance
- Supports all known e-mail platforms, including Microsoft Exchange, Lotus Domino, Novell GroupWise, SunOne, and UNIX Sendmail
- Provides complete compatibility with double-byte character support
- Reduces disk and tape storage required to back up mail servers and improves the performance of the backup and recovery of e-mails
- Reduces e-mail server farm as older messages are moved to stable, less-expensive media
- Reduces licensing fees for operating and backup systems, maintenance costs, and support communications costs
- Helps reduce help desk calls and lessens IT time spent manually archiving e-mail
- Delivers a secure corporate e-mail system that protects valuable intellectual property, as well as complying with government regulatory standards regarding e-mail storage and retention
- Delivers immediate time to value by enabling businesses to conduct legal discovery in-house, minimizing the need for expensive outside e-discovery fees
- Lowers the total cost of ownership by reducing operational and administrative costs with self-managing and self-healing content-addressed storage (CAS)
- Provides long-term data retention capabilities, so content cannot be overwritten or changed and is kept for a definable period of time, ensuring its authenticity and meeting regulatory requirements

A unique, flexible solution that reduces costs and provides faster, less-expensive, lower-risk e-discovery

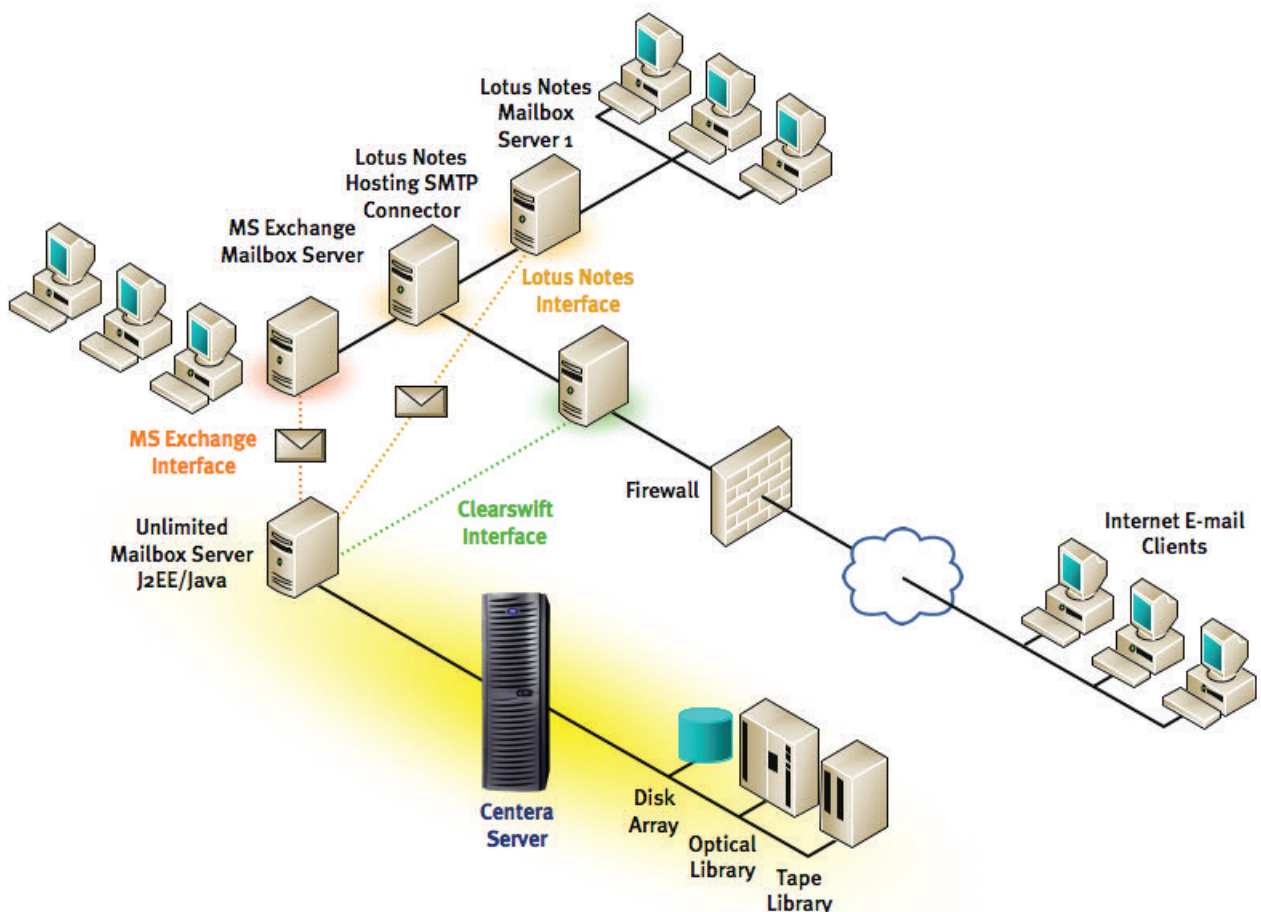
The number and size of e-mails received at any given company, any given day, is becoming increasingly difficult and costly to manage. Is your staff spending too much time supporting user e-mail management? Are your users spending too much time doing the same? Is your help desk overwhelmed with calls? Are users inadvertently deleting valuable e-mails and their attachments to make more room in their inboxes? Are backup times increasing because data that never changes is being backed up over...and over...and over again?



Today, e-mail is an extremely valuable company asset. Whether you are inputting orders, accessing patient records, or compiling information for a regulatory challenge, you need fast access to the right information at the right time. If this valuable asset is not being managed correctly, it can turn out to be a liability that could cost you time, money, and in a worst-case scenario, your company's reputation.

Accessible, secure business e-mails and attachments must be able to be produced to meet stipulated criteria, immediately. An e-mail management system must archive data in a secure location so that the data remains unaltered and is retrievable quickly. The EMC® Centera™-CGS Unlimited Mailbox™ solution does all of this and more.

Unlimited Mailbox used jointly with EMC Centera delivers a highly integrated compliance platform with flexible policy management, seamless integration, low-cost administration, and ease of use. A policy-based e-mail archiving solution, Unlimited Mailbox allows secure e-mail archiving and is tightly coupled with EMC Centera to deliver a back-end storage and data management solution. Unlimited Mailbox supports all major features of EMC Centera and includes optimized support that enables customers to easily manage data compliance and governance policies by utilizing features of EMC Centera for data retention periods, retention and clip deletions, and change of retention periods.



CGS' Unlimited Mailbox solution provides a universal archival database for quick search and retrieval of e-mail messages

CGS Unlimited Mailbox

Unlimited Mailbox is an automated, low-cost solution for securing corporate e-mails for future legal purposes. This powerful solution enhances e-mail storage and retrieval, improves e-mail server performance, provides clients with litigation readiness support through e-discovery, and enables enterprise customers to meet their compliance goals. Unlimited Mailbox does not run on the e-mail server. So with this solution, you can automate your e-mail management system while reducing the number of necessary servers and associated operating systems and other licenses, as well as e-mail server storage requirements and server backup times.

Based upon J2EE architecture, this state-of-the-art e-mail management solution incorporates a suite of complementary management capabilities of popular groupware packages, such as Microsoft Exchange, Lotus Domino, and Novell GroupWise. It also extends the capabilities of other less-dominant e-mail platforms like SunOne or UNIX Sendmail and adds a variety of extra functions—from server-based antivirus and anti-spam filtering—to sophisticated archiving and retrieval features for regulatory compliance.

E-mail messages are archived based on a centrally administered policy database. Policies can be applied to groups, departments, or individuals across the enterprise and can be easily modified and administered based on changes in user status. Users can self-retrieve their archived e-mail which translates into reduced help desk and support costs.

E-mail archived into the EMC Centera-based repository is managed under the highly reliable EMC repository management facility providing a resilient data management service that adheres to user-defined quality of service levels. The end result is a highly scalable, cost-efficient e-mail archive platform that delivers an exceptional return on investment with lower overall total cost of ownership when compared to similar solutions in this category. Utilizing Unlimited Mailbox extends the life of desktop and laptop systems by eliminating the need to store archived e-mail data on the users' client workstations and extends the life of networks, servers, and storage systems as well.

EMC Centera content-addressed storage

EMC Centera can be simultaneously used to effectively manage compliance, e-risk management, and e-records management tasks since it incorporates retention and secure archiving functionality. Its content addressing ensures that each record cannot be overwritten, while retention protection ensures that a record cannot be prematurely erased before the expiration of its retention period. Unlike any other media, EMC Centera can ensure the integrity of records throughout their lifecycles through an automated system of continuous data integrity checking as well as onsite and offsite protection mechanisms.

Using single-instancing, an object is stored only once, ensuring its authenticity, reducing consumption of valuable disk space, and keeping overhead management requirements and costs at a minimum. Users have fast access to archived data across the network, which improves service levels and saves enormous amounts of time that would have been spent retrieving data from tape.

EMC Centera also offers massive scalability. As fixed-content grows, there is no need to buy more primary storage or hire or assign more storage administrators. Because of EMC Centera's self-managing, self-healing, and single-instancing features, it is estimated that one full-time person can manage hundreds of terabytes of EMC Centera storage.

Two versions of EMC Centera are available to meet your business needs. The EMC Centera Governance Edition is for a business concerned about the responsible management of its organization, including its electronic records. Guidelines are self-imposed and not limited to external regulatory drivers. If your business must comply with any of the hundreds of regulations and standards, EMC Centera Compliance Edition Plus provides the advanced retention and disposition functionality that compliance applications demand.

About CGS

Computer Generated Solutions (CGS) is a leading provider of system integration, software, training, and managed services to businesses and government agencies worldwide. CGS enables organizations to adapt and implement advanced technologies throughout their enterprises by delivering expert, cross-industry solutions on multiple platforms. By integrating with clients' core business operations, CGS offers a broad array of services, including e-business consulting and application development, ERP and CRM solutions, system integration, learning services, and help desk and professional staffing. With headquarters in New York City, CGS is a cleared government facility that maintains a presence in 29 locations worldwide, including the United States, Canada, and India.

About EMC

EMC Corporation is the world leader in products, services, and solutions for information management and storage that help organizations extract the maximum value from their information, at the lowest total cost, across every point in the information lifecycle. Major customers include the world's largest banks and financial services firms, manufacturers, telecommunications providers, airlines, transportation companies, Internet providers, retailers, educational institutes, and regional and national government agencies.

Take the next step

This powerful joint solution ensures an efficient archiving environment that improves IT operations, guarantees quick data retrieval, reclaims valuable disk space, and automatically enforces record retention and disposition policies. To learn more about the CGS-EMC solution, call your EMC or CGS sales representative, or visit our websites at www.EMC.com/products/systems/centera.jsp or www.cgsinc.com (www.cgsinc.com/services/email/).



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Solution Overview
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