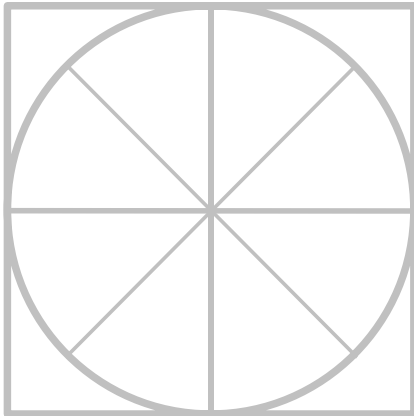# THE RADICATI GROUP, INC.

Information Archiving - Market Quadrant 2025 *

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

March 2025

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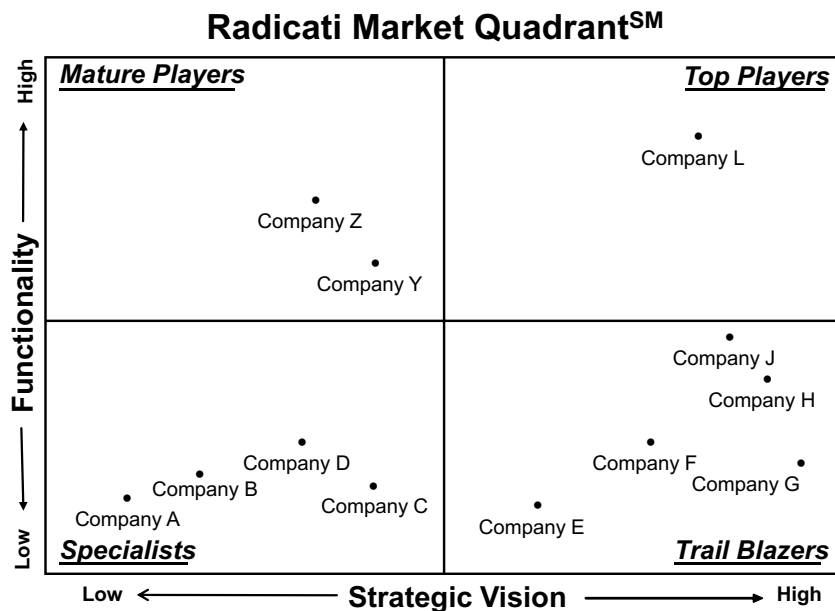
RADICATI MARKET QUADRANTS EXPLAINED

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.

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.

Radicati Market Quadrant[SM]

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.

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 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 *Arctera, Barracuda Networks, Global Relay, Google, Jatheon, Microsoft, Mimecast, OpenText, Proofpoint,* and *Smarsh*.

- 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.

- o *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 2025 to 2029. The total market will be nearly $10.5 billion in revenues by year-end 2025 and will grow to nearly $19.5 billion by 2029.
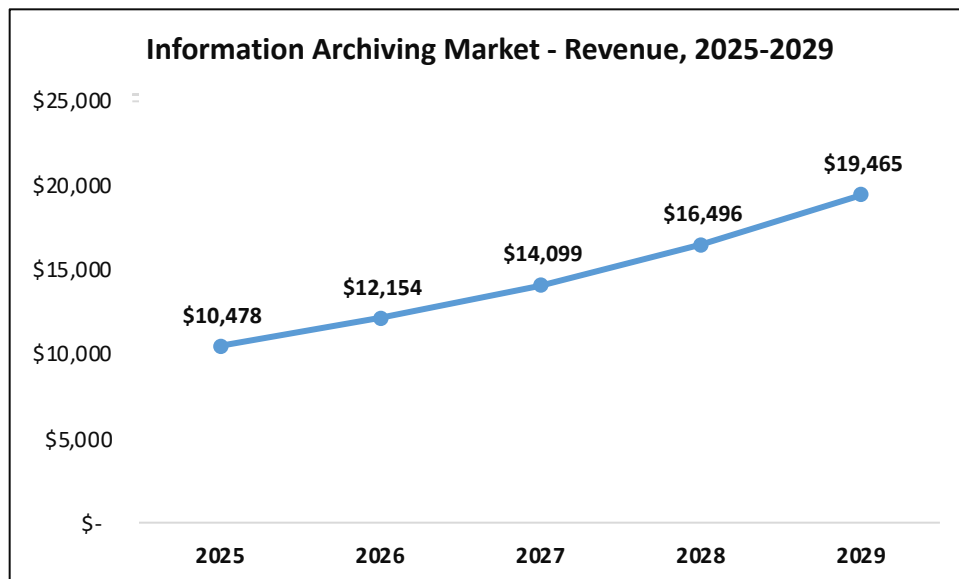
Figure 2: Worldwide Information Archiving Revenue, 2025-2029

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, Google Gmail, 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, 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.

- *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:

- *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.

MARKET QUADRANT – INFORMATION ARCHIVING

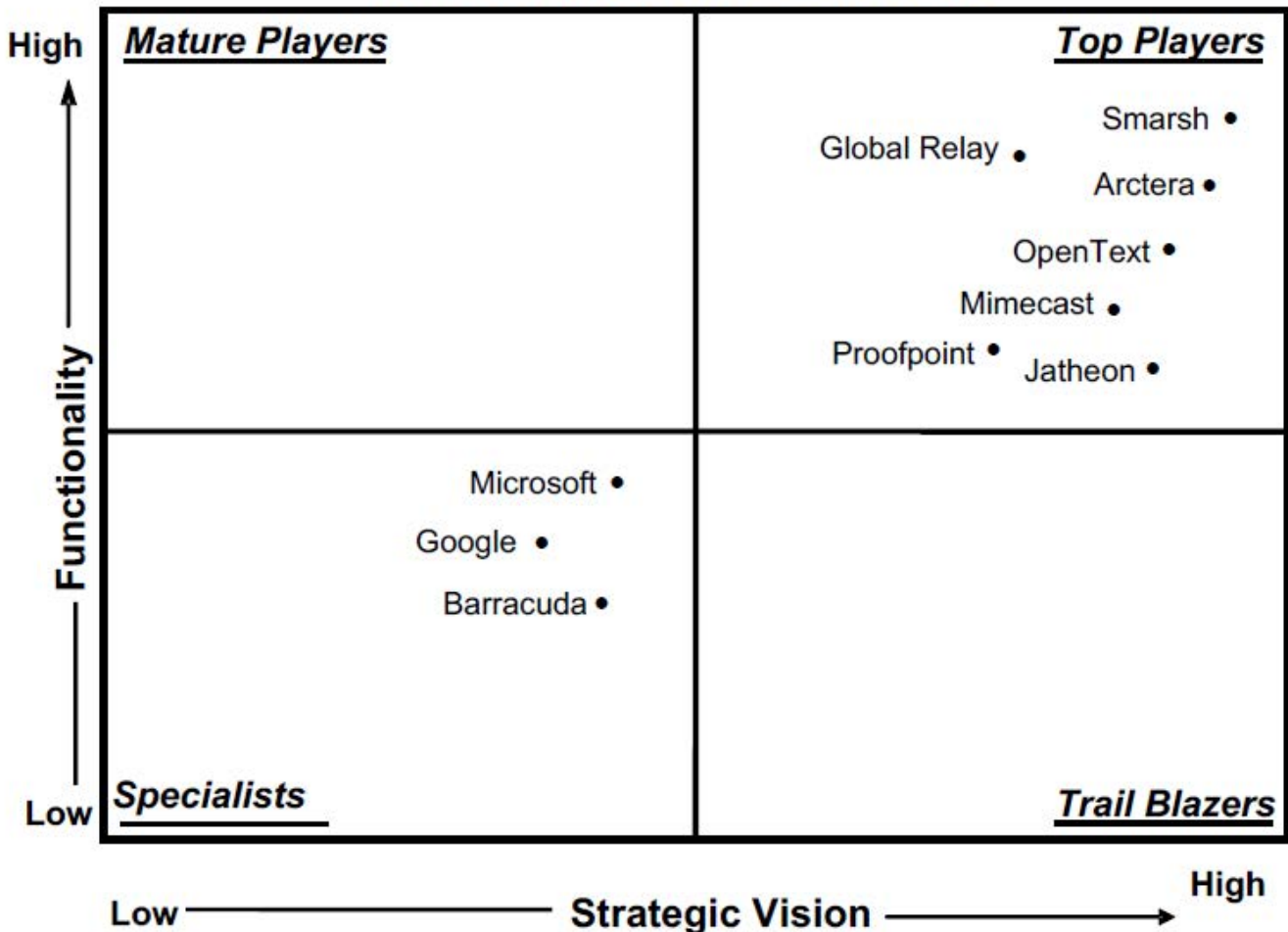### Radicati Market Quadrant^{SM}

Figure 3: Information Archiving Market Quadrant, 2025*

KEY MARKET QUADRANT HIGHLIGHTS

- The **Top Players** in the Information Archiving market are *Smarsh, Global Relay, Arctera, OpenText, Mimecast*, *Proofpoint,* and *Jatheon*.

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

INFORMATION ARCHIVING - VENDOR ANALYSIS

TOP PLAYERS

SMARSH

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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 2025, Smarsh acquired CallCabinet, a provider of cloud-native compliance call recording and analytics technology. Smarsh is privately held.

SOLUTION

Smarsh offerings comprise 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 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 governance 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:

o *Enterprise Archive* – is designed for multi-national corporations with high volumes of data and sophisticated use cases, such as supervision or eDiscovery. It is a cloud-native platform that is deployed primarily in Amazon Web Services' public cloud infrastructure. It supports application program interfaces (APIs) for content ingestion, administration and data enrichment.

o *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.

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.

• **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 applications can be purchase separately, or as part of the Smarsh Enterprise Platform.

The **Smarsh Enterprise Platform** includes Capture, Enterprise Archive, and the Conduct and Discovery applications. It is an extensible platform which offers:

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

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

o   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.

o   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:

o   *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 365, Salesforce email and others).

o   *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, and Apple devices. Smarsh captures content directly from carriers (e.g., AT&T, Verizon, Vodafone, T-Mobile, U.S. Cellular, Bell, Rogers, TELUS, O2, 1Global, CSL HK and Hutchison), and provides mobile archiving solutions across mobile operating system, carrier or device ownership scenario (i.e., BYOD vs. corporate-issued).

o   *Instant Messaging/Collaboration* – Smarsh offers archiving support for leading platforms, including Microsoft Teams, Slack, Workplace by Facebook, WebEx Teams, Bloomberg, Refinitiv, ICE Chat, 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) and captures multi-modal content (chat, group conversations, meetings). Smarsh also partners with OpenAI to capture ChatGPT Enterprise.

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

o *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.

o *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.

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

GLOBAL RELAY

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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, government, and healthcare. Global Relay is a private company with major offices in New York, Chicago, London, Vancouver, and Stockholm.

SOLUTIONS

Global Relay offers AI-enabled archiving, information governance, surveillance, 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:

<u>CONNECT</u>

- **Data Connectors** – capture and transform unstructured data into clean, discovery- and surveillance-ready feeds with intelligent conversation threading and complete metadata preservation. Global Relay offers out-of-the-box connectors for email, IM, mobile messaging, collaboration, social media, voice, files, trade data, and web. Global Relay's Open Connector API processes and normalizes custom data types. Data 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-premise and cloud archiving systems into Global Relay Archive.

COLLABORATE

- **Global Relay App** – 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, LLL-based risk identification, 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 Services** – AI tools for data enrichment, noise reduction, risk identification and surveillance, and employee productivity. Out-of-the-box AI models include sentiment analysis, language detection, spam detection, promotion detection, voice transcription, machine translation, and LLM-based risk identification. Global Relay also offers a secure, integrated AI Studio for customers to create, train, test, and deploy AI models for Global Relay Archive. Feedback loops allow retraining of models based on user input. Global Relay also builds custom AI models as a professional service.

STRENGTHS

- Global Relay Archive supports a 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.

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

- Global Relay offers embedded AI/ML models, LLM-based risk identification, and feature-rich compliance, supervision, and eDiscovery solutions for financial firms and organizations of all sizes. AI tools help streamline compliance and eDiscovery workflows and further reduce false positives. The AI infrastructure is hosted by Global Relay, removing the need to send customer data to third parties.

- Global Relay App 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 connectors for Google Drive, SharePoint, JIRA Cloud, Confluence, and OneDrive but supports other file/content management systems only through custom SMTP and Open Connector API 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.

ARCTERA US LLC

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In 2024, Veritas Technologies split into two independent companies – Cohesity and Arctera. Arctera operates as three business units, each with dedicated teams focused on Data Compliance, Data Resilience, and Data Protection. Arctera is owned by The Carlyle Group, a private equity firm.

SOLUTION

Arctera's Data Compliance portfolio includes Information Governance, eDiscovery, and Surveillance. The solutions help organizations meet regulatory demands and address compliance challenges.

Arctera delivers an AI-powered approach through its **Arctera Insight Platform**, which powers three solutions — **Arctera Insight Information Governance**, **Arctera Insight eDiscovery,** and **Arctera Insight Surveillance.** The solutions leverage advanced AI and machine learning for archiving, intelligent classification, risk detection, and regulatory and legal review. They also

provide native content capture across a broad range of sources, ensuring seamless data visibility and control.

Arctera solutions are available on-premises, fully hosted, or in a customer's cloud tenant. Arctera leverages data centers worldwide, including recent expansions in the UAE and Qatar.

Arctera solutions deliver the following key capabilities:

- *Email platform support* – Arctera supports Exchange, Office 365, Domino, Gmail, and any email solution capable of sending a Journal or SMTP feed to the archive, enabling compatibility with any email platform.

- *IM and Social Media support* – Arctera collects data from over 120 content sources, with broad support for all major IM, chat and social media platforms.

- *Audio/Video support* – Arctera provides comprehensive audio and video capture, supporting ingestion from any voice recorder while offering native API-based collectors. Arctera also leverages Microsoft's Azure Voice Whisper Transcription Service, which integrates OpenAI technology to deliver highly accurate speech-to-text conversion. Transcription and translation occur prior to classification, allowing organizations to apply consistent compliance policies across email, chat, and voice content.

- *Storage reduction* – Arctera leverages advanced File Archiving and Placeholder technology to optimize storage efficiency without disrupting the end-user experience.

- *Search* – Arctera offers GenAI-powered querying, enabling users to quickly retrieve relevant content across entire data sets. Arctera's search capabilities include:

  o Comprehensive filtering – search by content, classification tags, metadata properties (name/value pairs), Boolean operators, proximity search (via classification tags), language (via classification tags), and folder structure navigation for both email and files.

  o Stemmed Variation Searching – expands search terms to include all variations of the root word, including common misspellings, improving recall in eDiscovery investigations.

  o Transparent Search Previews – provides real-time visibility into matching keyword variations before running a search. Users can selectively include or exclude variations, reducing false positives and refining search accuracy before executing the final query.

- *SharePoint Archiving* – Arctera supports archiving for both SharePoint On-Premises and SharePoint Online, including the collection of file libraries, blogs, social content, and most SharePoint lists.

- *eDiscovery* – Arctera delivers end-to-end eDiscovery, including Collection, Early Case Assessment, Processing, Review, bulk redaction, and export—available both on-premises and in a hosted multi-tenant service. Arctera Insight Archiving seamlessly integrates content collection into eDiscovery and does not impose additional charges for accessing extra native content sources. Arctera also leverages GenAI for rapid search summaries, key concept identification, user and event timeline analysis, and efficient document review using natural language queries, streamlining discovery workflows.

STRENGTHS

- Arctera's focus on Artificial Intelligence integrates AI-powered classification, machine learning, advanced analytics, and GenAI capabilities. These innovations enhance automation, improve accuracy, and streamline compliance workflows across its platform.

- Arctera's global presence and deployment flexibility support both on-premises and SaaS solutions, with data centers worldwide. Multinational customers can meet data sovereignty requirements by deploying on-premises solutions in specific regions, while using SaaS in others.

- Arctera's broad A/V compliance capabilities include support for Zoom, Teams, and leading call recorders such as Dubber, Verint, and NICE. It also integrates with Microsoft's Azure Voice Whisper service to deliver highly accurate transcription and translation.

WEAKNESSES

- As a newly formed independent company, Arctera may face some operational adjustments post-separation. However, the company's long-term expertise in information archiving and compliance positions it well for future growth and innovation.

- Arctera on-premises deployments can be resource-intensive to fully optimize. Arctera's SaaS-based solutions provide a cost-effective and scalable alternative for organizations looking to leverage a cloud-based solution.

- Arctera does not currently support whiteboard analysis, though this is on the vendor's roadmap.

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.

SOLUTION

OpenText offers archiving solutions for various high-volume content and data-archiving use cases pervasive in large enterprises. OpenText solutions cover both unstructured content such as documents and email as well as structured data from line of business applications. Typical use cases include long-term compliance, data consolidation, application de-commissioning, high-volume customer communications, and data center migration. 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, HRM applications, and OpenText Documentum Content Management to help users maintain access to the data throughout its lifecycle. OpenText provides archiving through OpenText Content Cloud and several different deployment models, including single-tenant private cloud, multi-tenant SaaS, customized managed cloud services, and marketplace agreements with hyperscalers Google Cloud, Amazon Web Services, and Microsoft Azure. Archiving is also available on-

premises and in hybrid models that support extended cloud storage scenarios such as Amazon S3, Google Coldline, and Azure Blob Storage.

OpenText archiving solutions are AI-enabled, offering OpenText Content Aviator GenAI platform, which integrates a natural language chat directly into its archiving user interface, providing search, summarization, analysis and translation of archived data and content. OpenText Knowledge Discovery augments data during the archive ingest process to classify, enrich metadata, identify and secure sensitive data, and extract transcriptions and object labeling of rich media such as video and audio.

The company offers three distinct approaches to archiving: **OpenText Information Archive** (formerly InfoArchive), a general-purpose archive that combines structured data archiving and content; **OpenText Core Archive for SAP Solutions,** an SAP-focused cloud archiving solution; and **OpenText Retain Unified Archiving,** an email and message archiving platform.

- **OpenText Information Archive** – is a comprehensive, general-purpose archiving platform for cloud-based, on-premises, and hybrid enterprise information archiving. It optimizes archiving for consolidated archiving of structured and unstructured data, preserving data context and fidelity, enhancing business-centric compliance, and simplifying user access to archived information. Information Archive includes retention management, holds, masking, audit, and content encryption. Common use cases for Information Archive are legacy system retirement/de-commissioning and active data archiving, reducing application load and backup costs. Information Archive's platform includes full-text search, metadata enrichment, data transformation, data security, transformation print streams for web-based presentment, and integration with line of business (e.g., CRM) solutions. Information Archive fully supports GxP compliance.

- **OpenText Core Archive for SAP Solutions** – is a secure, cloud-based archive for data originating in SAP and 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 and supports GxP compliance. Core Archive is a multi-tenant SaaS solution that integrates with SAP ArchiveLink, SAP Information Lifecycle Management (ILM), and the open Content Management Interoperability Services (CMIS) standard. OpenText is an SAP Solution Extension partner whose archive solutions are also sold and supported by SAP.

- **OpenText Retain Unified Archiving** – is a unified archive of all business communications, including capturing and monitoring 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.

STRENGTHS

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

- Information Archive and Core Archive for SAP Solutions offer GenAI capabilities through OpenText Content Aviator. Content Aviator provides a natural language chat interface to archive data, and can perform, search, attachment summary and data analytics capabilities.

- 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. Information Archive offers regulatory compliance where accessibility and reporting across transactional and content records are required. OpenText Information Archive and Core Archive are GxP compliant, and for SAP products, both support GxP compliance.

- 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 eDiscovery is a complete eDiscovery solution and service, providing technology-assisted review and built-in GenAI-based review capabilities.

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.

- 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.

MIMECAST

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www.mimecast.com

Founded in 2003, Mimecast is a cybersecurity company delivering solutions for threat detection, brand protection, security awareness training and data retention. Following its acquisitions of Aware and Code42 in 2024, Mimecast has expanded its capabilities into advanced AI-powered security and compliance, providing solutions that extend beyond email to cover a range of digital communication channels. The company is UK based, with North American headquarters in Lexington, MA and offices globally. Mimecast is privately held.

SOLUTION

Mimecast offers solutions for Governance, Risk, and Compliance, including Mimecast Cloud Archive, Supervision, and Archive for Microsoft Teams Archiving, as well as Aware Signal, Aware Search & Discover, Aware Spotlight and Aware Data Management. Its offerings also include Enterprise Information Archiving, Email Security, Data Protection and Human Risk

Management. Mimecast's solutions are compatible with all major email platforms and 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 365 data, as well as data on other major email platforms. Key features of Mimecast Cloud Archive include:

  - *Comprehensive archiving* – Messages are captured in real-time at the gateway and via Microsoft Exchange Server journaling, so all incoming, outgoing, and internal messages are archived.

  - *End-user access* – Users can access their personal archives via the Mimecast Personal Portal, a plug-in for Microsoft Outlook or native mobile apps for iPhone, iPad, Android and Mac. This seamless integration improves productivity and simplifies administration.

  - *Advanced compliance and eDiscovery* – Features include legal hold, case management, advanced search, data export and review capabilities to meet regulatory and litigation requirements.

  - *Integrated solutions* – Add-on services that include large file send, secure messaging, and Sync & Recover, which supports calendars, notes, tasks and contacts for backup and recovery.

- **Mimecast Supervision** – Enables compliance personnel to systematically review and discover targeted data. This feature supports surveillance of key personnel, random sampling, and compliance with complex regulatory requirements by leveraging Mimecast's scalable, immutable SEC 17A-4 archive.

- **Collaboration Security & Compliance with Aware** – Mimecast has significantly enhanced its offering with AI-driven collaboration security and compliance capabilities through its Aware acquisition. Mimecast's Aware solutions **Signal, Search & Discover, Spotlight,** and **Data Management** add the following advanced AI/ML-powered features:

  - Proactive content monitoring of unstructured data across collaboration tools like Microsoft Teams, Slack, Zoom, and others.

o   Real-time detection of collaboration risks leveraging proprietary natural language processing (NLP) and behavioral trend analysis.

o   Enhanced standardized archiving capabilities to include conversations, messages, and collaboration data for streamlined compliance and discovery.

o   Integration with Mimecast's HRM platform and products to mitigate risks across email and collaboration ecosystems in consistent and intelligent ways.

STRENGTHS

- Mimecast offers a single web-based console to manage security, archiving, eDiscovery, recovery, email retention policies, user management, and litigation hold requests.
- The integration of Aware provides advanced AI-driven capabilities, such as behavior analysis, generative AI search capabilities, and real-time insider threat detection.

- Mimecast supports legal holds, case reviews, and unlimited mailbox eDiscovery searches, making it a strong choice for organizations with complex compliance needs.

- Mimecast solutions are easy to deploy, manage and use and offer seamless integration with Microsoft 365.

- With the addition of Aware solution components, Mimecast customers can leverage their archive to power searches and business decisions, while adhering to compliance and governance requirements.

WEAKNESSES

- 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.

- Mimecast has fewer native connectors for workstream collaboration tools, video/audio communication sources, and mobile messaging applications than other competing vendors in this space. However, the vendor has this on its roadmap.

- Mimecast does not yet offer native support for social media or website archiving, though these are on the roadmap.

- Mimecast Cloud Archive customers face data extraction fees at the end of a contract, which can impact total cost of ownership. Customer can avoid those fees by leveraging Case Review to export data at no additional cost.

PROOFPOINT

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Proofpoint delivers solutions for archive and compliance, email security, data loss prevention, identity threat defense, insider threat management and security awareness. The company also has a managed security services arm. In 2024, Proofpoint acquired Normalyze, a provider of Data Security Posture Management (DSPM) solutions. 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 virtual 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. Proofpoint is also releasing a version of Archive to be deployed on Amazon Web Services. Key features of Proofpoint Archive include:

o *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 advanced encryption 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. Proofpoint customers maintain sole possession of encryption keys, which ensures a high level of security. 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, mobile, audio, video and more. Proofpoint also has a Selective Disposition feature, which enables customers to hide specific archived items in accordance 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).

o *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.

o *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 search time guarantees and archive hosted services SLAs. An integrated optional module, **Proofpoint Discover**, is also available for data visualization, Technology Assisted Review (predictive coding), conversation threading, Query Analytics, and Case Management.

o *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 provides over 500 risk detection scenario templates that organizations can customize to address their specific supervision requirements – these cover areas such as Anti-Financial Crime, Business Conduct, Employee Conduct, Market Conduct, and others. 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 significantly reduce low-value supervision content.

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

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

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

o *PCI DSS Compliance* – Proofpoint has achieved an Attestation of Compliance (AoC) for the Payment Card Industry Data Security Standard (PCI DSS) for Proofpoint Archive. Customers may request to view their AoC and Responsibility Matrix.

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, X, LinkedIn, Viva Engage, Instagram, Symphony, Box, OneDrive, SharePoint, Apple iMessage, WhatsApp, Signal, Discord, Amazon Lex, Google Chat, Salesforce Chat, Telegram, 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. Patrol and Track can also deliver content to virtually any third-party information archiving repository, including Proofpoint Archive.

STRENGTHS

- Proofpoint Supervision provides quick and efficient supervision, review and reporting on all correspondence 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 Query Analytics, Case Management, Visualization Tools, Conversation Threading and Technology Assisted Review.

- Proofpoint Automate provides out-of-the-box ML models that organizations can train on their own data, as well as and a platform/ecosystem on which they can develop custom models.

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

- 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, SharePoint, and OneDrive.

- For customers that store, process or transmit payment card data, Proofpoint is one of only a few vendors that has achieved an Attestation of Compliance for the PCI DSS for its archive solution.

WEAKNESSES

- Proofpoint Archive only supports Microsoft Exchange Server or Microsoft 365 messaging environments. Other messaging platforms, such as Google Gmail, are supported via partner technology that is sold and supported by Proofpoint.

- Website archiving is only available through partner solutions.

- While Proofpoint supports archiving SharePoint files, 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 is working to increase its market visibility in other geographies.

JATHEON TECHNOLOGIES, INC.

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Founded in 2004, Jatheon Technologies offers email, social media, Instant Messaging (IM), chat, file, and collaboration 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 cloud-based, on-premises, 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 365, Google Workspace, Bloomberg and others.

- **Jatheon Cloud** – is an AWS-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. Jatheon Cloud can also archive Microsoft Teams, Zoom, WhatsApp text and voice (including capturing deleted messages), Google chat, Facebook Messenger, WeChat, Bloomberg chat, Telegram, Signal, iMessages and text messages/phone calls/voicemail from all major global carriers, Google Drive, OneDrive. An integrated redaction feature allows users to remove personally identifiable information (PII), PHI and other sensitive data prior

to export for FOIA and eDiscovery requests.

- **Jatheon Auto Migrator (JAM)** – is a native migration tool that speeds up the process of migrating and importing customer legacy email from other archiving solutions.

- **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:

  o **Jatheon cCore** – an enterprise-grade, scalable and expandable archiving appliance, which 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.

  o **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.

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

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

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

  o **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:

  o *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. Support is available for various content types, including email, major social media platforms, mobile

messages, phone calls, voicemail, iMessage, WhatsApp, Microsoft Teams, Zoom, Google Chat, WeChat, Bloomberg Chat, Telegram, Signal and video.

o *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.

o *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).

o *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. Custom retention policies as well as automatic deletion of records can be applied.

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

o *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), CSV, XLSX, and Notes Storage Facility (NSF) formats. Social media records can also be exported.

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

o *Mobile App* – the Jatheon Archive native mobile app, allows users to access and search the archive from mobile devices (both Android and iOS).

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

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

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

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 solutions are easy to deploy and manage, and offer predictable pricing designed to appeal to organizations of all sizes across all industries. Automated migration is also viewed by customers as a major strength.

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

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

- Jatheon provides native AI/ML based data search and classification capabilities in support of eDiscovery and Surveillance needs.

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, LinkedIn and YouTube. However, support for these platforms is on the vendor's roadmap.

- Jatheon does not currently archive Microsoft SharePoint content. The vendor has this on its roadmap.

- Website archiving is only supported through a partner solution.

- 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.

SPECIALISTS

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

SOLUTION

Microsoft offers archiving on-premises for Microsoft Exchange Server (i.e., 2010 SP2 or later, 2013, 2016, 2019); cloud-based, through select Microsoft 365 plans; or as a stand-alone cloud solution, called Exchange Online Archiving, which is available for cloud or on-premises customers. Microsoft also offers a rich set of data compliance features through its Purview Compliance Manager solution umbrella. All Microsoft archiving solutions meet SEC Rule 17a-4 requirements.

Microsoft Exchange Server and **Microsoft 365** – offer native archiving and compliance comprising the following features:

- *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 policies created by administrators. When a user archive mailbox is enabled, up to 100 GB of extra storage become available. If users need more storage auto-expanding archiving can also be enabled to provide up to 1.5 TB of additional storage.

- *Retention Policies* – retention policies can be set through retention tags that 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 work with the content because it is retained in place. If users edit or delete content that is subject to retention policies, a copy is retained to a secure location while the policies are in effect. In compliance with regulations such as SEC Rule 17a-4, 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. In Microsoft 365 a Content Search tool is provided through the Purview Compliance Portal which can 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. 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* – supports 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. Microsoft 365 also provides eDiscovery tools in the Purview Compliance Center. The Content Search tool can be used to search locations on hold, as well as export and download results for further investigation by external reviewers.

- *Archiving third-party data* – Microsoft 365 supports the import and archiving of third-party data from social media platforms (e.g., LinkedIn, Facebook, X, Yammer, and others), Instant Messaging, 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 import and archive data from a third-party data source to Microsoft 365.

Microsoft Exchange Online Archiving also provides the option of cloud-based archiving for customers that have deployed Microsoft Exchange Server on-premises (i.e., Exchange Server

2019, 2016, 2013), or as an add-on to certain Exchange Online or Microsoft 365 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. 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.

- *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* – each Exchange Online Archiving subscriber initially receives 100 GB of storage in the archive mailbox. When auto-expanding archiving is turned on, additional storage space is automatically added when the 100-GB storage capacity is reached. The incremental addition of storage space continues until the archive storage reaches 1.5 TB.

STRENGTHS

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

- Microsoft 365 offers a consistent set of native information archiving, search and eDiscovery capabilities across email, SharePoint, OneDrive, and Teams, which is a highly 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 allow 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 Microsoft 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.

WEAKNESSES

- Microsoft archiving does not provide support for non-Microsoft email platforms.

- 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.

- While Microsoft supports archiving of third-party content data in Microsoft 365, this is not available natively but rather 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 starting point for their information retention needs, they typically also deploy additional archiving solutions from best-of-breed vendors.

GOOGLE

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Google offers solutions for businesses and consumers. The Google Cloud Platform spans storage, infrastructure, networking, data, analytics and app development, machine learning tools and APIs, as well as Google Workspace email, collaboration, and productivity tools.

SOLUTION

Google Vault is an information governance and eDiscovery solution for Google Workspace. It works natively within Workspace and is built on the same infrastructure. Vault is not included with all editions of Google Workspace but can be easily added through the purchase of add-on licenses. Google Workspace for Nonprofits does not include Vault, but non-profit organizations can get discounted upgrades to Business Plus or Enterprise editions.

Vault supports retention, legal holds, and search and export for Gmail messages; Google Drive files; Google Calendar events; Google Meet recordings and associated chat, Q&A, and polls logs; Google Groups messages; Google Voice for Google Workspace text messages, voicemails and their transcripts, and call logs; Google Sites; and Classic Hangouts messages (when conversation history is turned on).

Key features of Google Vault include:

- *Retention Management* – Vault provides a single interface where data is managed in-place. Businesses can define retention policies for email, documents, and other supported content. Vault retention rules are directly applied to the data of supported Google services. Vault isn't a data archive. When retention rules expire, any data deleted by users or admins that isn't on hold is subject to standard deletion processes. When data is purged after a retention period

ends, it can't be recovered by users or admins.

- *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.

- *Access control and auditing* – organizations can control who can accesses Vault and what actions are available to them. Vault can be turned on for select organizational units and the organizational units can be assigned an admin role with Vault privileges. Vault provides a complete audit log of user activity, including when a user creates or edits a retention rule, runs a search, or exports data. The audit log can't be edited.

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

STRENGTHS

- Google Vault provides an easy-to-use interface for Google Workspace users and can be quickly deployed and managed in conjunction with Workspace services.

- Google Vault administrators can apply retention and preservation policies to a wide variety of Workspace content. Indefinite retention periods are also supported within Google Vault. Vault Administrators can place user accounts on hold, preserving all content 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 or provided to third parties.

- 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 is aimed at Workspace customers. Organizations with heterogeneous email (e.g. Microsoft Exchange/365) or non-Google information content environments will need to invest in complementary archiving solution(s) or look elsewhere for their archiving needs.

- Google Vault does not currently integrate with all Google Workspace services. However, Google continues to add more services.

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

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

BARRACUDA NETWORKS
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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 a physical appliance or as a virtual solution for on-site or in-the-cloud deployment. It can be purchased and configured directly in AWS Marketplace, or installed locally on VMware or Hyper-V. An indexed archive provides iterative, multi-level search and tagging in support of audit and e-discovery requirements. Select data can be placed on legal hold and exported as needed for analysis and disclosure.

- **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 the AWS public cloud infrastructure and does not require additional on-premises customer hardware or software. Customers may select the country in which the data is stored. Archiving is licensed on a per-user basis with no retention or storage limits. The service is also a central component of the Barracuda Email Protection Premium Plus suite of cloud services, aimed at organizations running Microsoft 365 or Google Workspace.

- **Barracuda (Sonian) Cloud 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. It helps comply with data retention requirements for SOX, FRPC and meets the needs of a range of industry-specific requirements for healthcare, financial services, and government agencies. It 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:

o *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.

o *Archive Access (Message Archiver and Cloud Archiving)* – 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.

o *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. 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.

o *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.

o *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.

o *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.

o *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-appliance pricing.

- 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.

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

- Barracuda (Sonian) Cloud 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 needed by organizations that 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.

- While ease of use is an attractive aspect of all Barracuda archiving solutions, the company has been slow to innovate and add support for instant messaging and social media communication channels.

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