Retain for Exchange

Retain Unified Archiving provides enterprise-level archiving for Exchange on-premises or in the cloud. Retain securely archives all email, appointments, files and attachments for Microsoft Exchange. This data is archived in one central location, which can be accessed by end users and administrators directly through the Retain Web Access Archive Viewer.

Product Highlights

OpenText™ Retain Unified Archiving includes powerful tools to enable your organization to quickly access, search, and audit archived communication data. Easily place litigation holds, print, forward, save, redact, and export your message data. Retain reduces cost, mitigates risk, and manages complexity on-premises or in the cloud.

Key Features

Environment Options

Supported Email Systems: Retain supports archiving for the latest version of Exchange..

Unified Archiving: All messaging data, including multi-platform email, appointments, files, and attachments, is archived into one unified data archive. This gives you the ability to search, publish, and perform eDiscovery from one central location.

Policy-Based Unified Archiving: Retain provides fully configurable policies that enable you to define the email messaging data you want to archive. These policies allow you to define what is archived based on mailbox type, message source, item type, message status, the age of the message, and attachments.

Flexible Archive Access: The Retain Archive can be browsed and searched directly from multiple access points, including the end user email client, the Retain mobile app, the browser-based web access client, and the Offline Archive Viewer. Plus, archived data can be exported to a portable stand-alone archive viewer.

Intelligent Archiving: Retain offers intelligent, granular archiving by taking advantage of the Microsoft Recoverable Items Folder, or using EWS impersonation, it is not limited to journaling. Retain can also archive via journaling, if required.

Message Deletion: Retain includes message deletion policies to reduce storage space and server load on your system. Policies can be set to delete email from the server after being archived in Retain or after exceeding its retention age.

Exchange Journal Archiving: Retain archives all incoming and outgoing messages directly from the Exchange Journal mailbox. Manage the size of the journal by allowing message deletion from the journal once it has been archived. Retain can archive all messages from single or multiple Exchange Journals and funnel them to a single mailbox in Retain.

Platform-Agnostic Archive: Retain archives messaging data in a platform agnostic format, meaning no matter what email system you are running, even mixed environments, Retain will support it. This also makes email system migrations easy.

Retain Unified Archiving

 Exchange

In addition to Exchange email archiving, Retain provides unified archiving of all business communication, including email, mobile communication data for case assessment, search, and eDiscovery. It can be deployed on-premises or in the cloud. This includes email archiving for Microsoft Exchange, Office 365, Gmail, IBM Notes, Bloomberg, and OpenText™ GroupWise platforms. Retain Mobile archives mobile device communication data for Android, BlackBerry, and iOS, including SMS/text messages, BBM Messages, BBM Enterprise, phone call logs, and PIN Messages.

PST File Management: Retain helps you manage PST files and Personal Archives by first archiving them into one central archive. This then allows your organization to eliminate the need for PSTs and Personal Archives. Everything is archived in the unified Retain archive.

Outlook Plugin: Archived messages can be accessed and searched directly from within Outlook and OWA. Retain provides the ability to cache data that has been archived, based on specified criteria for offline access.

On-Premises or Cloud Unified Archive: Choose how your data is stored. Archived data can be stored on-premises behind your organizational firewall or in the OpenText cloud.

Single Sign-On: Retain provides single sign-on for users to access their archives whether using Outlook, Web Access, or GroupWise.

SMTP and Secure FTP Forwarding: SMTP and Secure FTP forwarding of all messages is available based on the individual organization's needs.

eDiscovery, Access, Browse, Search, and Export

Built-in eDiscovery: Retain's eDiscovery tools allow organizations to easily place litigation holds, print, forward, save, redact, strikeout, and export message data.

Complete Export Functionality: Export the data easily into either PST, PDF, or stand-alone archive viewer formats. The exported file is fully indexed, searchable, and includes a table of contents for quick browsing.

Complete Data Control: Whether your data is archived on-premises or in the cloud, you maintain control of your data, you will always know where your data is stored and only your named users have access to the data. When you need to access or export the data, you can do so easily and quickly.

Web Access Archive Viewer: Retain offers an easy-to-use browser-based interface with powerful search tools that let you quickly access, search, and perform eDiscovery on the archive.

Compliance and Control: Exchange lacks critical capabilities that can put your organization at risk for data loss and compliance violations. As a result, the standard archiving functionality of these systems is not enough for the enterprise. With Retain, you have an archive that is platform agnostic, you set and control archive policies, you have the ability to export to PDF, you can perform redaction on exported messages, you can reduce the load on your Exchange system, and you maintain complete control of your data. This helps to ensure your data archive is complete and compliant.

Offline Archive Viewer: Users can browse and search the Retain archive without access to the web with the Offline Archive Viewer.

Open Records Search: Be ready for any open records requests for Exchange email messages.

Built-In Search and Browsing of Archived Data: Retain features a "Google" like search tool for quick and easy searches across all electronic communication data within one central archive. This removes the need to search multiple archives or vendor systems for each message type. The tool returns instant results as a user types in information and includes suggestions for searches as the search terms are entered into the system (including subject, body, text, email address, tags, users, and other fields). The tool also supports limited regular expressions (REGEX) terms, allowing searches for terms such as social security numbers, credit card, and others. Furthermore, the search tool removes duplicate records from the search, reducing the number of hits for a specific search. Retain also provides Advanced Search Feature technology to search and take action and conducts eDiscovery activities across connected datasets not held within the archive repository. The search wizard allows for the creation of exact search criteria.
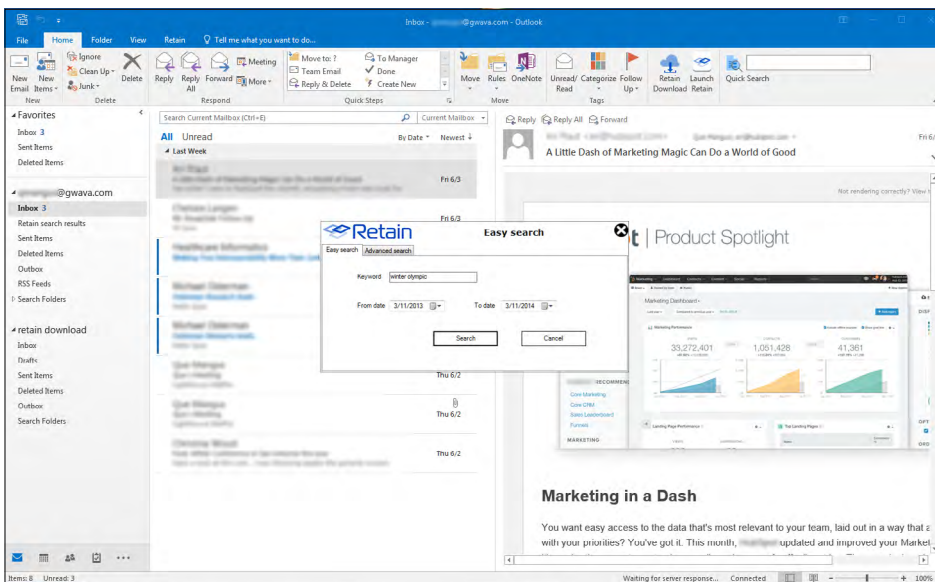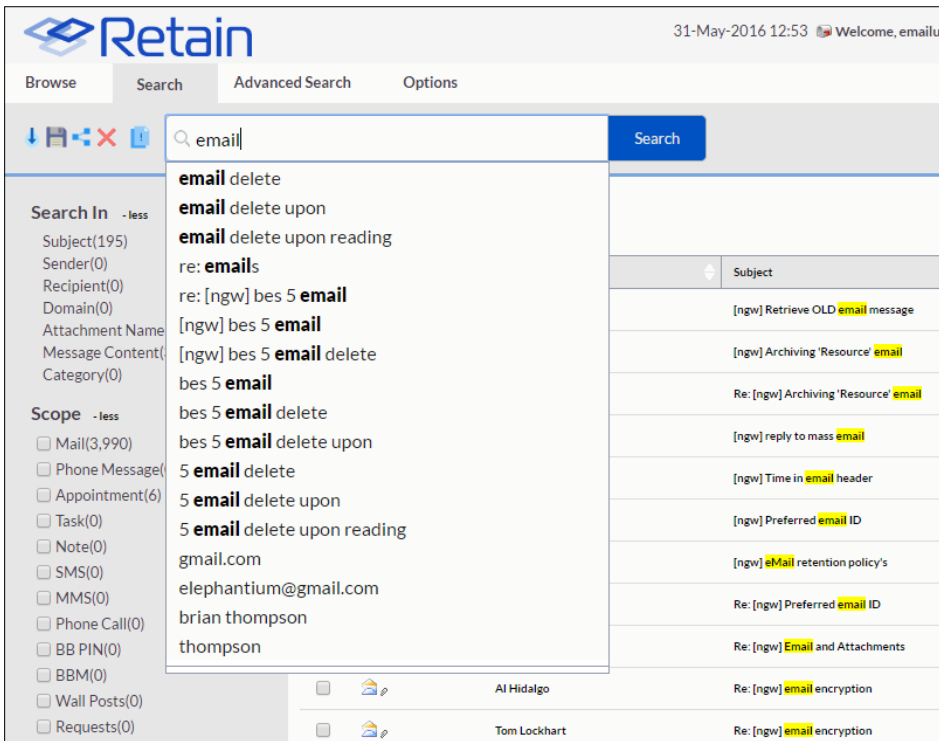
Retain High Performance Indexing Engine: Retain features the High Performance Indexing Engine to ensure fast and easy data retrieval. All messages archived in Retain are immediately available for access, search, and eDiscovery. There is near zero latency between the time a message is archived and when it is indexed and available to be searched. The High Performance Indexing Engine is a clusterable, high-performance index that has the ability to support an unlimited amount of search requests. The external engine is available in a load balancing format for increased performance, or in a failover format for redundancy. The engine can be used in the load balancing or failover format, or both, depending on an organization's needs.

Fast and Easy Retrieval: Retain contains a built-in Lucene indexing engine or the Retain High Performance Indexing Engine (for larger deployments).

Storage and Reporting

Secure Storage: Retain archives messaging data with multiple layers of security whether deployed on-premises or in the cloud. Retain supports multiple databases, including MS SQL, MySQL, Postgres, and Oracle. In addition to secure storage, with messages being archived using AES encryption, EMC Centera, or NetApp Snaplock storage, optional Windows server or Linux server encrypted partitions can be used. Plus Retain features native support for iCAS technology. And, when deployed in the cloud, the OpenText Cloud features redundant and secure data centers, keeping your data safe and secure.

Third Party API: Allows for third party external integration within Retain. Information can be ingested into the archive while maintaining data fidelity.

Single-Instance Storage: Retain archives only one copy of a message and attachment.

End-User Mailbox Management: Easily search and restore data with the Retain Web Access Archive Viewer. End-users have the ability to search, forward, print, restore, access, and view messages in their original context without administrator support.

Redaction Control: Exported data can be redacted, ensuring that personal information or other redacted items do not become part of the open records request.

Configurable Permissions: The Access Control List manages access for users, administrators, or others to the features and functionalities of the Retain system by granting customizable role-based permissions.

Litigation Hold: To protect email that may potentially be involved in future litigation, Retain can flag an archived item to protect it from deletion or actions until the hold is removed.

Audit Trail: Retain creates a searchable audit trail of all administrators and users who have permission to search the archive, enabling you to have a record of all activity.

Smart, Confidential, and Rule-Based Tagging: Administrators and end users can create custom tags for messages within the archive. Auditors, administrators, and other authorized users can mark archived messages as confidential. These marked messages can only be viewed or searched by users with granted rights. And messages can be marked as confidential or tagged while being archived according to set criteria, including regular expressions. These tags are searchable for easier eDiscovery.

"Retain helped us to merge two mail systems and now functions as an archiving system. This enables us to control the size of our Exchange system."

TERJE GUNNARSEN
System Operation Analyst
Health First

Connect with Us

Ongoing Storage Support and Upgrades: Worry-free with 24x7 support, ongoing upgrades, and maintenance.

Increased System Performance: Retain ensures optimal performance of the messaging system by securely archiving messaging data. This keeps storage on the messaging server to a minimum.

System Statistics and Reporting: Monitor system performance. Reports can be viewed within a dashboard, emailed periodically, or generated and saved in multiple formats, including CSV, Excel, HTML, and PDF.

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