

Enterprise Information Archiving: It's Time for a New Strategy

Archives have evolved from simple storage “bins” to highly sophisticated systems for managing information, helping organizations access critical information and reducing risk and cost.

The massive volume of content and information inside your business is a problem that's not going away. The exponential growth of data—from email, business applications, documents, and files of every type—is presenting a major challenge for enterprises that need to keep business information over the long term.

The Real Risks of Poor Archiving

Regulations, fines and sanctions are on the rise and the risk associated with incomplete enterprise archiving and governance keeps CIOs up at night. Increasingly, CIOs are judged by their ability to grow revenue with technology. From an information management perspective, while the cost associated with poor response times and wasted resources chasing down archived content are important—what's more critical are the acute business risks and liabilities that can impact an organization's competitiveness and bottom line due to inefficient technology design or implementation.

Designing and implementing a thorough enterprise archiving program must factor in the following risk areas:

Keeping too much: Today, there is a massive requirement to archive all kinds of enterprise information. Keeping all information without an archiving strategy results in exorbitant costs from storage requirements and the time/ complexity associated with sifting through mountains of data. An enterprise needs to structure, classify, and retain essential business information and official records, and be able to easily produce sets of data in response to audits, legal requests and electronic investigations.

Keeping too little: Aggressive disposition of poorly classified content and, or company records is ill-advised and could be perceived as trying to avoid compliance. Pleading ignorance or citing mistaken policy is not acceptable in courts of law and penalties can be harsh. As content ages, it needs to transition into an enterprise archive where it can be managed for appropriate access and sharing.

SUMMARY

OpenText Archive delivers a multi-faceted, comprehensive enterprise archiving solution that helps organizations:

- Improve access to critical information for increased response times and efficiency
- Reduce the time and costs involved in processing eDiscovery requests
- Minimize long-term storage costs
- Ensure compliance with evolving regulations and litigation preparedness
- Extend archiving as part of a holistic Enterprise Information Management (EIM) strategy

Legal compliance: A common frustration for the Legal department is volleying an eDiscovery or legal hold request to IT that can't be met quickly or thoroughly. What often follows is a process that is potentially incomplete spanning weeks, involving many individuals pulled from regular operations to respond to legal investigations.

Regulatory liabilities: The emergence of the roles of compliance and chief risk officer has mandated compliance policies in organizations. Business sectors like financial services, pharmaceuticals, and energy are highly regulated. Operating in these industries requires companies to prove their compliance to regulators in audits and in regular reporting. Enterprise archiving and Information Governance strategies must factor in the nature and frequency of these compliance mandates.

A Multi-faceted and Comprehensive Enterprise Archiving Solution

OpenText Archive addresses a critical situation: skyrocketing volumes of data, growing global requirements for regulatory compliance, a perpetual need for litigation preparedness, and the reality of budget constraints.

OpenText Archive enables multi-faceted enterprise archiving in a single, scalable repository, which makes the solution easier to manage and less costly to operate. Tight integration with Records Management allows for optimized archiving capabilities like smart disposal of transitory items, flexible classification of records, and robust search for content. The result is a strong Information Governance framework that operates as a seamless extension of applications like email, SharePoint, ERP (Enterprise Resource Planning) and CRM (Customer Relationship Management).

The lifecycle of enterprise content and information starts with the business applications used most in your organization and the associated data, documents, and records. Keeping a separate archive for each of these applications is proving to be too costly and complex. OpenText Archive provides a single archiving backbone for all types of enterprise information including:

Email: Monitoring, archiving, and management of email on-premise solutions (Microsoft® Exchange, Lotus® Notes®) and cloud-based email (Office 365, Google Mail).

Microsoft® SharePoint®: Enables users with an advanced, integrated, and complete archiving solution for managing SharePoint sites and mission critical business information across an enterprise.

File systems: More than just backup, organizations need a plan to ease the expensive storage burden on file systems and transition this content to archives and delete unnecessary, redundant content.

ERP and CRM Suites: Business applications from SAP® and Oracle® require a reliable, long-term archiving solution for millions of documents.

Social/Mobile Content: New forms of collaboration in the enterprise from social feeds to mobile communications are only increasing the speed and time sensitivity of enterprise archiving.

The Business Value of Archiving

OpenText Archive deployments typically deliver long-term storage savings between 20-40%, compared to existing customer archiving environments. These savings are delivered by a combination of rationalization of storage infrastructure, smarter retention and disposition decisions, and the decommissioning of legacy systems.

As part of an overall IT strategy, quantifying the value of archiving in business terms involves aligning the solution with business constraints and organizational goals. To this end, it's imperative for business leaders to understand how enterprise archiving delivers on traditional IT benchmarks like cost efficiency, securing the enterprise, scaling for growth across geographies, and interoperability among many systems.

Cost Effective, Long Term Storage

Indiscriminate choices about where to store content during various phases of its lifecycle are costly. People can't find what they're looking for, the eDiscovery process is long, labor-intensive and inefficient, and current systems are ineffectual. OpenText Archive delivers cost-effective storage options for high volume enterprise information including storage optimization, and long term storage management.

Single-instance archiving: Especially in highly collaborative work environments, identical documents are at risk of being stored several times. OpenText Archive enables single instance archiving (SIA),

OpenText Archive deployments can deliver long-term storage savings of up to 40%, based on a rationalization of storage infrastructure, smarter storage decisions, and the decommissioning of legacy systems.

keeping the same document only once. Dependent on the amount of expected redundancy of email attachments, SIA can reduce required storage space significantly.

Compression: In order to save storage space, content can be compressed before writing to the storage system. Compression can be activated for each individual archive or content type. All important formats, including email and Office formats, are compressed by default.

Tiered storage: OpenText Archive is an enterprise-wide repository for long-term retention across multiple storage devices that are cost appropriate for level of access required. A tiered approach to storing archived content supports appropriate storage mechanisms, including SAN, NAS, cloud, optical media, and tape. The retention-controlled archive can run online, or as near-line or offline storage.

**OpenText
Archive is built
for both speed
and scale, with
capabilities
for storage
up to 1 TB of
data per day or
equivalent of
approximately
10 million
documents**

High Performance Archiving

One of the keys to archive performance is the speed with which documents can be stored and pulled from the repository. OpenText Archive's world-class performance delivers ingestion rates of up to two million objects per hour and retrieval rates of up to five million documents per hour. In addition to write/retrieval speeds, organizations are concerned with scale and physical size of their archiving repositories. OpenText Archive is built for both speed and scale, with capabilities for document storage up to 15 terabytes and document volume of 200 million.

OpenText Archive can handle massive volumes of data, increasingly common in organizations in many industries today. Tens of millions of daily archived documents may seem astronomical, but this is the reality for organizations in certain transaction-based industries, such as telecommunications, financial, and pharmaceuticals. At one telecommunications company, for example, millions of monthly bills are met with customer inquiries in the following few days after issue. Call center employees receiving those engagements require a fast and easy retrieval of archived items to access data and solve issues for customers. A high performing archiving system such as OpenText Archive is critical in the banking industry, for user scenarios in banking. More than 400,000 simultaneous online banking sessions are common in Europe, each requiring unique authentication identifiers. In industries like pharmaceuticals, documents are very large comparatively and contain extensive documentation to support rigorous regulatory compliance and volumes of testing prior to product release.

Legacy Decommissioning

Multiple archiving repositories across legacy systems are a complex reality that can grow into a major problem for organizations. These systems are often maintained simply to reference historical information and become more expensive over time to manage as administrator skill sets focus on more current systems. OpenText Archive gives organizations a roadmap to a single archiving strategy in one repository with legacy decommissioning tools to migrate content or manage existing content in place.

Secure Archived Data

Risks associated with unsecured archived information can be as costly as security breaches on more current enterprise information. Intellectual property and other sensitive organizational information in archives must be subject to corporate policies that protect all enterprise content.

OpenText Archive enables business users and security professionals to determine with precision who can access what information stored within company archives. It's vital to secure information against the threat of unauthorized access and alteration throughout creation, transmission, and long-term archiving and retrieval process. Timestamps ensure that document components can no longer be modified unnoticed after they have been archived, guaranteeing the authenticity of archived business documents. By encrypting the document data, critical data such as salary tables can be archived securely.

Summary

Archiving has become a critical component of sound Information Governance practices. OpenText Archive delivers proven solutions for archiving all types of enterprise information in one repository, making it easier to manage and less costly to operate. Support for tiered storage allows for content to be stored where appropriate, at different stages in its lifecycle. Information is easier to find, improving efficiency and response times, and reducing the time and costs involved in processing eDiscovery requests. OpenText Archive can help reduce long term storage costs, streamline the eDiscovery process, and fulfill your organizational compliance requirements. ■

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