OPENTEXT™

OpenText™ Archive for Google Apps™

Bringing archiving and compliance to Google Apps for Work

More organizations are looking to hosted or cloud-based productivity tools to reduce costs and simplify management. While the IT benefits are real with this approach, in order to truly reduce corporate risk, meet legal obligations, and derive value from your enterprise data, organizations require stable, adaptable information governance.

BENEFITS

- *Legal and compliance support for Gmail & Google Docs*
- *Support for DoD 5015.2 certified records management and auto-classification*
- *Built to grow with your evolving archiving requirements*
- *Secure Retention and disposition controls*
- *Secure search and access*
- *Tamper-proof storage*
- *Interoperable storage connectivity*
- *Disaster recovery*

OpenText Archive for Google Apps

Email continues to be a highly personal, mission-critical business application at the core of organizational communication. As email volumes continue to increase and IT infrastructure cost and complexities rise, legal and compliance risks are growing in lock step. Having an effective program in place for managing information, in particular email, is a necessity as organizations strive to reduce cost and risk.

One approach employed by both public and private enterprises to lessen this burden has been the adoption of cloud-based email and document sharing applications. Cloud certainly brings some significant business benefits related to cost predictability and streamlining of IT infrastructure. It also brings some new obstacles for legal departments, and records managers looking to manage the information lifecycle appropriately, while meeting legal and compliance obligations.

Dealing with unmanaged or poorly managed data at today's volumes is unsustainable–moving to the cloud may help, but without proper information governance practice you are only shuffling the problem off site.
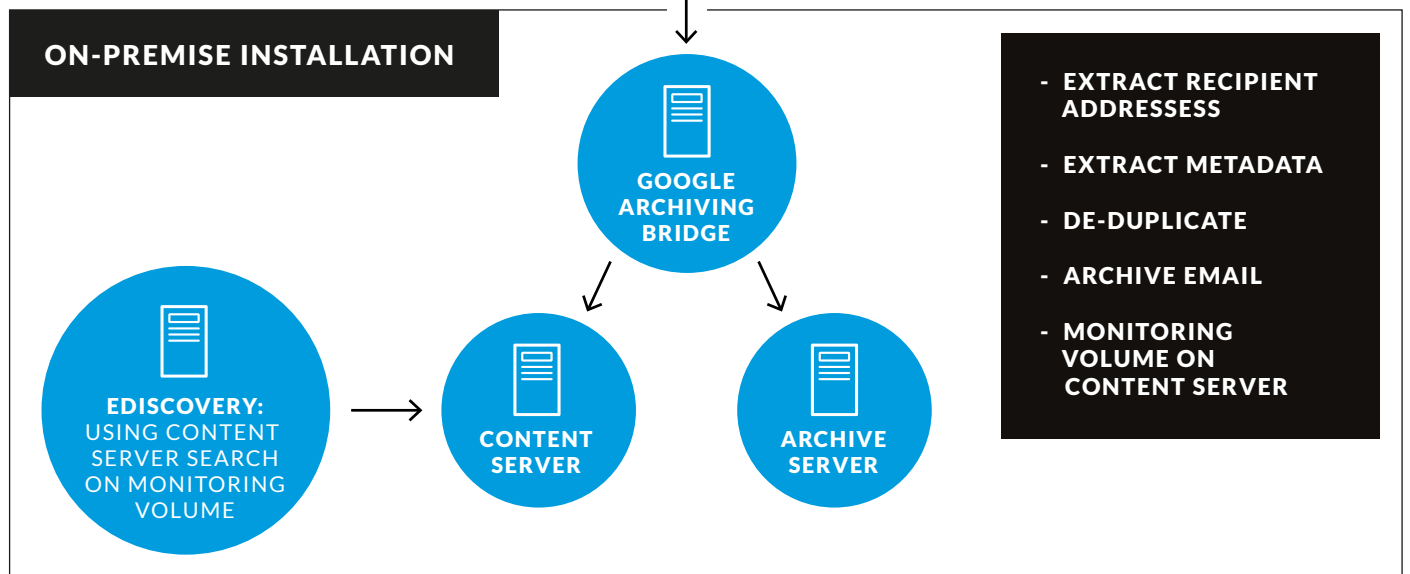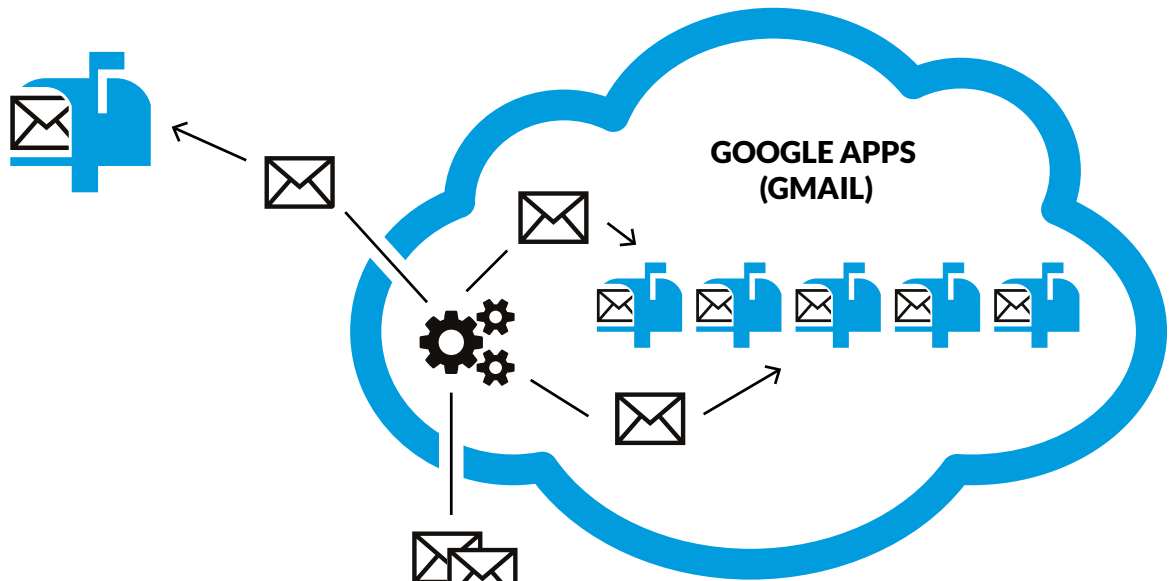
Compliance Archiving for Gmail™

OpenText Archive for Google Apps captures all inbound, outbound, and internal email communication, ensuring organizations can confidently meet their legal obligations and regulatory requirements. Content is transferred directly from Google Apps for Work to the OpenText repository on-premise, where the data is de-duplicated, metadata is extracted, retention policies are applied, and the resulting information is indexed and stored in the OpenText Archive.

SCENARIO:
JOURNALING FOR GMAIL

ROUTING SETTINGS:
GMAIL SENDS A COPY OF EACH EMAIL TO AN EXTERNAL ADDRESS

GOOGLE APPS (GMAIL)

ON-PREMISE INSTALLATION

GOOGLE ARCHIVING BRIDGE

- **EXTRACT RECIPIENT ADDRESSESS**
- **EXTRACT METADATA**
- **DE-DUPLICATE**
- **ARCHIVE EMAIL**
- **MONITORING VOLUME ON CONTENT SERVER**

EDISCOVERY:
USING CONTENT SERVER SEARCH ON MONITORING VOLUME

CONTENT SERVER

ARCHIVE SERVER

Gmail historical collection and data clean up

OpenText Archive for Google Apps is configured to run transparently in the background, and enables historical collection from Gmail user's mailboxes, ensuring organizations can properly govern, preserve, and discover all email from Gmail. For additional flexibility, OpenText also offers rules-based archiving and clean up tasks based on size, age, etc.
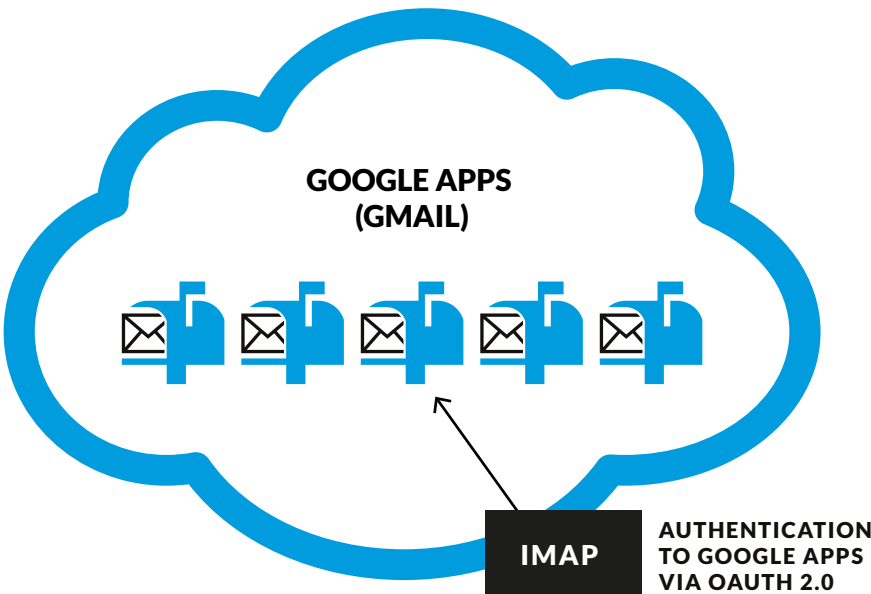
Compliance Archiving for Google Drive

Driven by cost efficiencies, collaboration, and file sharing requirements, organizations have also started expanding the use of productivity tools like Google Drive™. This approach presents organizations with challenges of trying to balance productivity and compliance. OpenText Archive for Google Apps helps bridge that divide, allowing users to continue working inside Google Docs™,
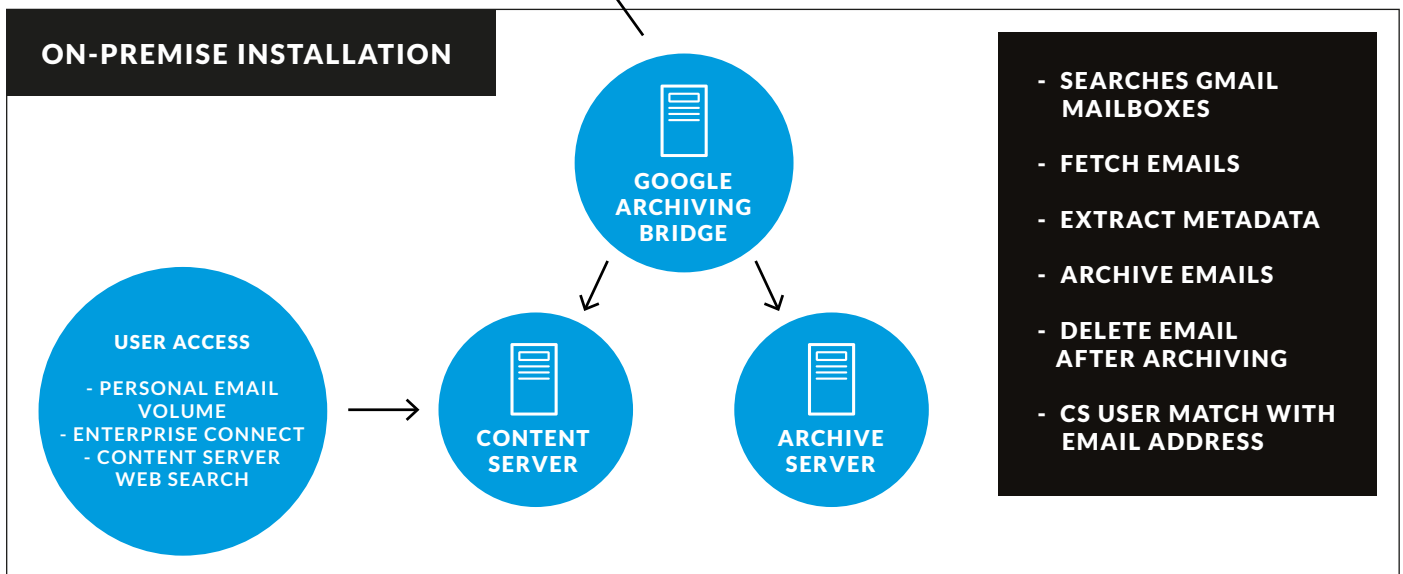
while ensuring native content, as well as content types imported into Google, can be classified, preserved, and managed centrally in a single repository.

Robust Lifecycle Management

The primary reason email and file-based content poses such risk and associated cost is that many organizations lack clear, defensible policies and tools that help define what to keep (and for how long) and when to dispose of it. Some organizations still keep everything forever, while others "over retain" what they keep because of fear of legal ramifications. These, coupled with the fact that cloud-based systems can also introduce data sovereignty issues around where data is stored and who has jurisdiction over that data, make the need for proper information governance practices essential.

SCENARIO:
MAILBOX ARCHIVING FOR GMAIL

GOOGLE APPS (GMAIL)

IMAP

AUTHENTICATION TO GOOGLE APPS VIA OAUTH 2.0

ON-PREMISE INSTALLATION

GOOGLE ARCHIVING BRIDGE

USER ACCESS

- PERSONAL EMAIL VOLUME
- ENTERPRISE CONNECT
- CONTENT SERVER WEB SEARCH

CONTENT SERVER

ARCHIVE SERVER

- **SEARCHES GMAIL MAILBOXES**

- **FETCH EMAILS**

- **EXTRACT METADATA**

- **ARCHIVE EMAILS**

- **DELETE EMAIL AFTER ARCHIVING**

- **CS USER MATCH WITH EMAIL ADDRESS**

Combine Google for Work Apps content with additional content types (active business and engineering documents, SharePoint®, SAP®, rich-media, web content, structured data, social media) managed in OpenText Archive to provide a 360-degree view of data during eDiscovery or audit events.

Retention management

OpenText Archive for Google Apps offers robust retention and records management capabilities combined with OpenText Auto-classification capabilities; allowing organizations to centrally and proactively manage Gmail and Google Docs content to ensure high business value content is kept and appropriately retained, while low value or non-business related data is judiciously disposed of in a defensible manner.

Archived content may be retained according to a variety of criteria including:

• Role-based retention (e.g. IT 3 years, R&D 5 years, Legal 7 years)

• Geo-based retention (e.g. USA 3 years, UK 5 years

Flexible storage management

OpenText supports flexible storage options meeting compliance and jurisdictional regulations as well as tools for managing data across media best suited for cost-effective long-term storage.

Flexible storage management options:

- Archive once, write data to multiple devices and storage media
- Store data on ingestion on specific media (including WORM)
- Store data on media specific to geographic region
- Move data during the information lifecycle from high availability, but expensive, disk to lower cost media for long-term storage
- Easy access for end users

The typical day-to-day experience for end users is uninterrupted as they continue to work within Gmail. For historical data no longer available in user's mailbox, users can access data via web-based search or via Personal Email Volume inside OpenText Content Server.

Responsive Discovery and Compliance

Google Apps for Work content is archived in the OpenText Archive. It is centrally stored along with other enterprise information (e.g. active business and engineering documents, SharePoint®, SAP®, rich media, web content, structured data, social media) enabling legal teams to have a single repository of truth and respond holistically to eDiscovery requests and audits.

OpenText Archive for Google Apps also helps organizations comply with international regulations including:

- Sarbanes-Oxley Act of 2002 (SOX)
- Security Exchange Commission Rule 17a-4 (SEC Rule 17 A-4)
- FINRA/ NASD 3010
- Gramm-Leach-Bliley Act (Financial Modernization Act)
- The Data Protection Act (UK)
- Financial Institution Privacy Protection Act of 2001 & 2003
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Patriot Act
- European Union Data Protection Directive (EUDPD)
- Japan's Personal Information Protection Act

OPENTEXT ARCHIVE FOR GOOGLE APPS FOR WORK BENEFITS

LEGAL AND COMPLIANCE SUPPORT FOR GMAIL	• Journaling-based capture enables compliant data archiving from Gmail • Confidently govern historical data from Gmail & Google Docs • Support regional and jurisdictional regulations for data storage • Rapidly respond to broad legal preservation and audit requests
BUILT TO GROW WITH YOUR EVOLVING ARCHIVING REQUIREMENTS	• OpenText Archive supports the Content Management Interoperability Services (CMIS) open standard for interoperability and control over diverse document management systems and repositories. • Combine content from Google for Work Apps with additional content types (active business and engineering documents, SharePoint, SAP, rich media, web content, structured data, social media) managed in OpenText Archive to provide a 360-degree view of data during eDiscovery or audit events.
SECURE RETENTION AND DISPOSITION CONTROLS	• Support defensible and automatic destruction of data in accordance with regulatory standards • Deleted files (including indexes and other metadata) are overwritten up to 15 times to help ensure they cannot be created • Support storage management tasks for data requiring longer term retention and storage
SECURE SEARCH AND ACCESS	• End users and legal staff may execute powerful full-text searches across email content enabling easy access • Access control against Google for Work supports role-based permissions ensuring data security • Automatically render content in standardized formats to ensure future readability
TAMPER-PROOF STORAGE	• Encryption support for data at rest • Time stamps and system signatures ensure the integrity of documents • Multi-device support including WORM media and long term storage (SATA, SAN, tape, or write-once hard disks)
INTEROPERABLE STORAGE CONNECTIVITY	• Full support for all popular hardware storage platforms, including EMC2®, Hitachi Data Systems®, IBM®, Oracle®, Network Appliance, cloud-based storage, and more
DISASTER RECOVERY	• Store content safely in multiple physical locations or on high availability storage devices

OPENTEXT™

Additional Content Support Available for OpenText Archive

- Microsoft Exchange (2003, 2007, 2010, 2013)
- Microsoft Office 365™
- Lotus® Domino® (7.x.x, 8.x.x)
- Microsoft Office SharePoint® Server (2007 and 2010, 2013)
- SAP systems:
  - Supported SAP applications:
  - All SAP Business Applications (ERP, HCM, CRM, SCM, SRM, PLM)
  - All SAP Industry Solutions as based on SAP ERP and/or NetWeaver® ABAP stack
- Supported SAP versions
  - CRM 4.0, CRM 5.0, CRM 6.0, CRM 7.0

- Shared file systems (Windows 2003, 2012)
- Web content
- Structured data (mainframe–VSAM format)
- Business (ECM) and Engineering documents (GIS, CAD)
- Rich Media Assets (DAM)
- Fax/OCR scans
- Instant messaging–Yahoo!®, Skype®, plus PIN to PIN and SMS

Add-on Components for OpenText Archive

- OpenText File System Archiving
- OpenText Application Governance & Archiving for SharePoint
- OpenText Archive for Microsoft Exchange
- OpenText Archive for Lotus Domino
- OpenText Archiving for SAP Solutions

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