

Arcserve UDP Archiving vs. Microsoft Office 365 archiving features

Arcserve UDP Archiving is a purpose-built archiving solution designed to address complex issues faced by organizations in every industry and size. Companies are faced with legal, regulatory, compliance, HR issues and corporate governance requirements. The right solution protects an Organization and has real cost advantages over time. Organizations should think about email archiving as creating a full set of corporate records for the organization.

Office 365 does not have this level of management, control, and compliance with Legal, regulatory and corporate governance requirements.

Office 365 Offers

- » Archiving is an add-on to email storage with only basic functionality
- » Users manage their archived email from within their inbox
- » In-Place Email Archive ties to O365 mail
- » In-Place Hold and Litigation Hold
- » Users can access archived email from Outlook and the Outlook Web App but only when connected to the internet
- » Unlimited Storage on top plans only
- » Minimal eDiscovery features
- » Set Retention policies

What we have that they don't

- » Email is a corporate record and must be treated the same as any other corporate record
 - Capture the moment it is sent or received
 - Full indexing of the message and attachment
 - O365 has limited indexing
 - Stored as an unalterable record
 - Employees can remove messages in O365
 - Advanced search and discovery of emails by employees and management
 - Granular search options with Boolean and more
- O365 is very basic
- » On-premise or cloud deployment options
 - Only cloud for O365
- » Control over storage costs
 - Single Instance storage, compression
 - Reduction of mail server storage by moving to long term archive
- » Lower TCO
 - O365 is a monthly recurring cost which grows
 - Need top plans (Don't know cost)

- » Control over your critical corporate records
 - Your environment and storage – under your control
- » Granular retention policies set by the Corporation
 - Policies can be set by employees in Office 365
- » Exclusion rules to prevent emails that are not corporate records
- » Support for multiple domains
- » Support for Multi-tenancy
 - Department, country and company segmentation
- » Export as PDF or message files
- » Support for multiple types of email systems
 - Exchange, Office 365, Gmail – all in one archive
 - Additional data feeds (future – IM, etc)
- » Unlimited concurrent searches
 - Office 365 is limited to 2
- » Search entire archive
 - Office 365 is limited to size and mailboxes
- » Office 365 does not support journal email; hence it is not a suitable target for the legacy journal data
- » Outage Impact: If for any reason Office 365 is hacked or suffers a major outage, the archive email will not be accessible. Arcserve UDP Archiving provides an extra level of security and peace of mind by storing a copy of all email off the Exchange Server at a location (e.g. on premises) designated by the user.
- » Lack of Protection of Archived Items: Office 365 does not protect items in the archive from tampering or alteration. This means that archived content can not be classified as original, immutable content, because it can be changed. The only way to protect archived content from alteration is for the administrator to place an In-Place Hold or Litigation Hold on the messages that need to be protected.
- » Limited archived storage doesn't seem to be the case today. They limit it somewhere around 170GB based on what has been seen in forums. This number is likely to evolve.
- » Migration: When you migrate from one mail system to another, Office 365 offers no assistance. <http://windowsitpro.com/blog/getting-data-out-office-365-not-so-straightforward> : a good read on users should choose a third-party archiving solution.
- » End-user search results limitation of 250 items: By default, the Office 365 Outlook client is configured to return a maximum of 250 search items. This limit can be bypassed by configuring each individual Outlook client. However, many end-users would not expect a default limitation, and would not know to change the setting option, which means that they would be wasting time and money recreating data that actually exists but was not found.

Note on Licensing

Office 365 supports archiving for its Enterprise E3 and E5 licenses. The Enterprise E1 license does support archiving. If a corporation has an E3 or E5 license, a Personal Archive is provided for each mailbox. The Personal Archive can be searched for legal discovery and audits.

- » For customers who purchase an E1 license, Arcserve UDP Archiving provides archiving and preserves journal email for audits and legal discovery.
- » For customers who purchase an E3 or E5 license, Arcserve UDP Archiving preserves archive email in a separate storage volume that is not located on the Exchange Server. The email data is encrypted and can be replicated for disaster protection.
- » For maximum security, customers will appreciate being able to store archive email in a location they choose (e.g. on premise); especially customers using Office 365 which stores all email in the Microsoft Cloud.

In Conclusion

Office 365 archiving solution is just not good enough for most organizations. This is especially true if your organization operates in a regulated industry like Healthcare, Finance, Education, Legal firms, and Government. If that is the case, you are under much more scrutiny than other businesses. Can your legal team accept that archived data in Office 365 cannot be truly classified as original, immutable content because the data can be changed? Do they even know that by default Office 365 does not protect items in the archive from tampering or alteration?

For more information on Arcserve, **please visit arcserve.com**