

Postini Message Archiving Service Provides a Comprehensive Data Retention and Recovery Solution

“Postini continues to innovate and deliver simple and cost-effective message archiving services. The selection of security and compliance services along with the convenience of a managed service delivery model makes Postini’s services appealing.”

Maia D’Amato,
server infrastructure
manager,
Analysts, Inc.

In today’s world, electronic communications are both increasingly critical and growing in volume. Businesses know that they need to archive this critical communications data but struggle with keeping this data from clogging primary communications systems. New options in online digital archiving help companies accomplish both objectives at once.

What Postini Message Archiving Service Does

Postini Message Archiving service is a cost-effective, easy-to-deploy, on-demand service that helps businesses improve mail server performance and quickly implement data retention strategies for compliance and rapid discovery. If you are looking for full control of your message archive, Postini Message Archiving service delivers comprehensive benefits—from managing the entire back-end storage infrastructure that scales with any deployment to providing intuitive web-based tools to help search, recover, and manage relevant message data. Benefits include:

- Relieves the IT department from the headaches and costs related to ongoing infrastructure management
- Saves time for legal, HR, compliance, and IT with rapid search and discovery tools that find and recover the right information as quickly as possible
- Saves money with rapid deployment and full integration with the Postini Platform
- Provides accountability by limiting and supervising access, and offering reporting and auditing tools for monitoring
- Affords peace of mind with full implementation support and ongoing customer care

Postini Message Archiving service comes in three options to meet your business’s unique needs:

- Basic—for businesses who need an online digital

archive to optimize mail server performance and support easy search and retrieval of message data

- Standard—for businesses who need Basic archiving, plus greater control over storage data and personal archive access for end-users
- Professional—for businesses who need Standard archiving and immutable storage

How Postini Message Archiving Service Works

Postini’s Message Archiving service captures message data at the gateway so that you never have to worry about managing message synchronization or losing information. By indexing and archiving messages and attachments at the gateway, the service enables you to quickly adopt an online digital archiving strategy and frees you from managing cumbersome on-premise gateway and archiving technology. Messages can be archived as part of the overall processing Postini performs during our real-time threat analysis, or messages can be routed to Postini via the common journaling capability on your email server. When a message is archived, Postini indexes the message header, content, and attachments, and assigns a retention policy to the message. Retention periods may be extended in accordance with changes in legal policies or internal requirements. Flexible access permissions can be set at the user or group level. An add-on service, Postini’s Message Consolidation service helps you consolidate legacy data into the company’s ongoing archive.

Archived messages are fully-indexed to support easy search and fast retrieval. Postini Message Archiving service supports password-protected end-user access to individual personal archives (Standard and Professional editions only) and authorized administrative access to search the company archive (all editions). Search parameters include support for all industry-standard fields such as From/To, keywords, date ranges, and also wildcard options. Additionally, clients can use

Boolean search queries to conduct proximity and more specialized searches. Additional advanced search and discovery capabilities are available with the add-on service, Message Discovery.

With Postini Message Archiving service, leave your storage capacity planning to Postini. You can add or remove users and change archive policies through web-based administrative access. With the Professional package, immutable (WORM) storage technology ensures that files are non-rewritable and non-erasable during the specified retention period.

Postini Message Archiving service overview

Message capture and compliance

- Captures and indexes all inbound (received), outbound (sent), and intra-domain messages and attachments, allowing fast, structured query access to archived data.
- Provides policy-based, flexible configuration tools to activate archiving and grant access rights on a per-user or group basis.
- Applies appropriate retention policies to conform to internal corporate policies and/or external regulations.

- Enables filters to be applied to weed out non-business related information.
- Ensures rapid turnaround for regulatory inquiries, lawsuit discoveries, and other evidentiary requests.

Message storage, performance, and management

- Offloads message data from primary mail servers to improve performance and reduce burden on expensive storage.
- Archives messages and attachments on mirrored, RAID-protected disk storage replicated across two geographic locations. Immutable storage is available as an option with Professional edition.
- Enforces retention policies for message data from one to nine year periods or as required by your company. Automatic deletion per policy (with confirmation) included in all editions. Standard and Professional editions offer additional storage management capabilities such as the ability to review data before destruction and further extension options.
- Scales with any size deployment while distributed index capabilities assure fast performance.

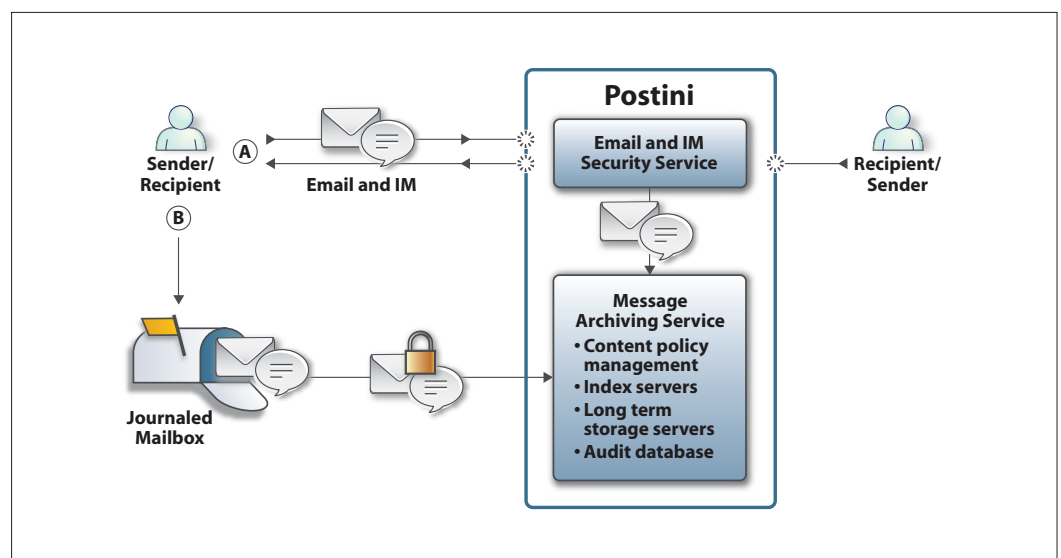


Figure 1: Clients have two options when it comes to activating Postini Message Archiving. Option (A) allows you to use Postini’s Email Security service to send copies of messages to the archive. Option (B) allows you to send copies of messages from a journaling server set-up to the archive. In both options, the archived message data is stored in redundant, geographically separate locations.

“The solution was on-demand and the implementation was painless. Archiving messages was as easy as turning on journaling.”

Francis Chan,
CIO,
Clinical Laboratories
of Hawaii

Message search and retrieval

- Offers easy and intuitive search of messages and attachments using industry-standard parameters such as date range, sender, recipient, subject, or content. Available as an option for Standard and Professional editions, individual end-users may search Personal Archive with the same robust search capabilities.
- Associates multiple addresses (email, instant messaging (IM), aliases) to single individuals for unified search view.
- Allows retrieval and export of any message in the archive for ease of use and sharing.

Archive monitoring and reporting

- Tracks archive usage and provides reports that specify archive size, age of messages, pending deletion, and other configurable analytics.
- Monitors and audits user access and records usage for storage management and auditing purposes.
- Extensive reporting options within Basic, Standard, or Professional editions.

Data security and integrity

- Permits only designated individuals to search the entire contents of a client’s message archive with password protected access.
- Abides by standards set up by WebTrust certification and TRUSTe Privacy program.
- For more information on Postini’s commitment to data security and integrity, please see *The Postini Security Background*.

Related Services

Additionally, Postini Message Archiving service provides related features to help you consolidate legacy information and more effectively manage multiple investigations for litigation hold.

- Message Consolidation: Consolidate legacy messages from multiple platforms, data stores, and media types to centralize management of archive data and discovery. Consolidated data supports consistent application of retention policies and searches across a single set of data.
- Message Discovery: Offers a capability to place records on hold, such as necessitated by

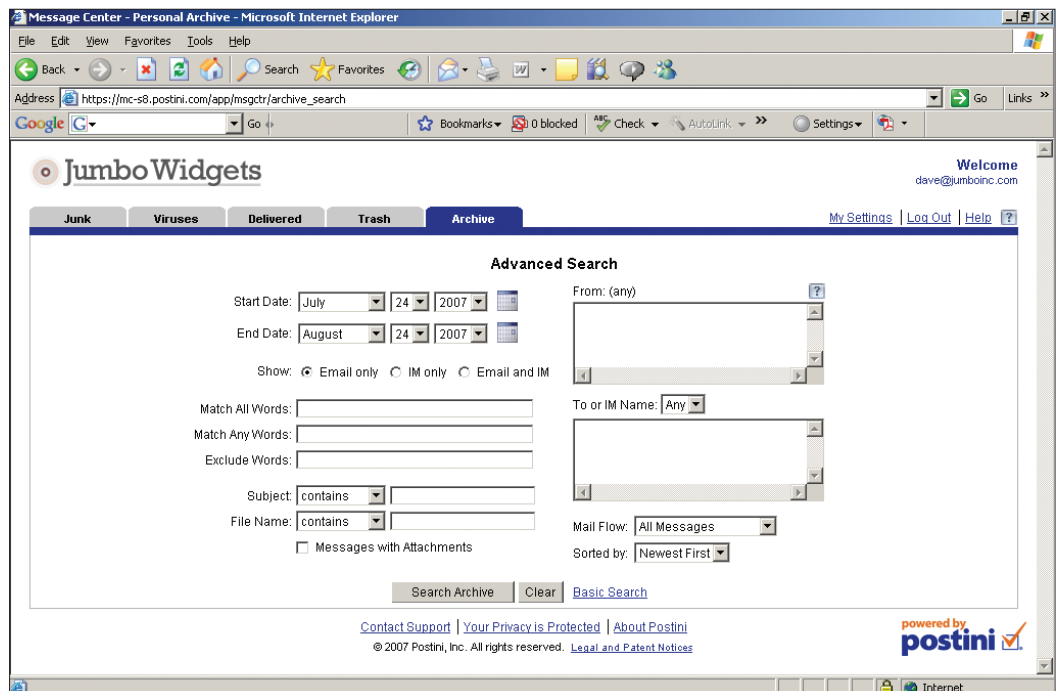


Figure 2: Postini Message Archiving service provides advanced search capabilities that allow users to search by various parameters including From/To, date ranges, keywords, and more. In addition, advance search capabilities can search the content within attachments, in addition to the message content.

litigation notice, which temporarily discontinues automatic message deletion. This service helps company investigators effectively manage multiple investigations, inquiries, and discoveries with enhanced search, save, and restore capabilities.

Conclusion

Postini provides you with a single platform to help meet your communications security and compliance needs. With Postini, businesses can focus on their front end business while relying on Postini to make sure that their critical business communications are secure, compliant, and productive.

About Postini

Postini, a wholly owned subsidiary of Google, is a global leader in on-demand communications security, compliance, and productivity solutions for email, instant messaging, and the web. Postini's award-winning services are designed to protect customers from viruses, spam, phishing, fraud, and other attacks; encrypt messages to ensure confidentiality and privacy; and archive communications to ensure compliance with regulations and to prepare for e-discovery.

More than 35,000 businesses rely on Postini everyday to protect them from a wide range of threats. Customers can ensure reliable communications, reduce compliance and legal risks, and enable the intelligent management and enforcement of enterprise policies to protect intellectual property, reputations, and business relationships. More than 1,700 business partners worldwide add value to Postini solutions.

For more information please contact Postini at info@postini.com or visit www.postini.com.

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Postini Message Archiving Service

Features	Basic	Standard	Professional
Capture of inbound/outbound/intradomain message at the gateway	✓	✓	✓
High capacity and performance, redundant, RAID-protected disk storage	✓	✓	✓
Centralized web-based administration	✓	✓	✓
Flexible policy configuration applied by individuals, organizations, or geographies	✓	✓	✓
Long-term storage (1–9+ years) with ability to extend retention periods	✓	✓	✓
Rapid search with indexing of message headers, body, and supported attachments	✓	✓	✓
Recovery of individual messages by authorized administrator(s)	✓	✓	✓
Ability to export messages into standard message formats	✓	✓	✓
Usage reporting to monitor archived message store	✓	✓	✓
Full customer support from implementation and training to ongoing best practices	✓	✓	✓
Integration with Postini Email and IM Security services	✓	✓	✓
Individual access to search and restore from personal archive		✓	✓
Postini Toolbar to enable personal archive search from Outlook		✓	✓
Audit reporting to capture and monitor all activities performed within archive		✓	✓
Storage tools for greater control over data management		✓	✓
Immutable WORM storage to meet regulatory requirements			✓
Related Services (sold separately)	Basic	Standard	Professional
Message Consolidation: Consolidate legacy data from multiple platforms, data stores, and media types	✓	✓	✓
Message Discovery: Manage multiple inquiries for litigation hold	✓	✓	✓

Technical Specifications:
For email server journaling support:

- Lotus Domino 6 and 7
- Microsoft Exchange 2000, 2003, or 2007 Enterprise Edition

For support by Postini Email and IM Security message flow:

- Microsoft Standard Edition
- Novell Groupwise 6 and 7
- Sendmail
- Postfix
- qmail
- AOL Instant Messenger (AIM)
- Google Talk
- MSN Messenger
- Yahoo Messenger