

MailStore Archiving Solutions Compared



	Vs.		Vs.	
	MailStore Server	MailStore SPE	MailStore Cloud	
License model	Perpetual licensing (per end customer) Selectable support: 1, 2 or 3 year(s)	Monthly license model (usage-based, cross-customer)	Monthly “subscription” license model (per end customer)	
What is licensed?	User	Archives	User, archive mailboxes and storage	
Licensing of an admin	Included	The instance admin is created directly when an instance is created (1 additional license). If this is not desired, it should be deleted within the free trial period so that it does not cause any unwanted costs.	The admin is created when a MailStore Cloud organization is ordered, requires 1 license and is assigned to a synchronized user. The administrator role can later be assigned to another user and the original admin can be deleted.	
Minimum quantity order	5 user licenses	50 user licenses (MSP), 1 user license (end customer)	5 user licenses incl. 10 GB Storage and 5 archive mailboxes per user license	
Minimum quantity order for additional licenses	5 user licenses	1 user license	1 user license	
Minimum quantity order for additional storage	-	-	In 10 GB steps per organization	
Billing of former employees / Employees who have left the company	The user archive remains available and the license can be assigned to another user	The user archive remains available and continues to occupy the license	No license is required for the user archive (An archive mailbox and sufficient storage space are required for the user archive)	

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Shared Mailbox	1 user license required	1 user license required	No user license required (but requires a free archive mailbox)	
Support	Support for direct partners/distributors via MailStore included (also by phone)	Support for partners via MailStore included (also by phone)	Support for direct partners/distributors via MailStore including (also by phone)	
Trial period	30 days	From the start date of the trial period to the end of the month + full following month	30 days (MSP) / 30 days end customer	
NFR	1 MS Server installation with 25 user licenses free of charge	1 NFR instance with up to 25 user licenses for active MSPs free of charge	1 organization with unlimited user licenses can be purchased at partner conditions	
Storage	Customer uses own available storage capacities	Provided by the MSP	Provided by OpenText, 10 GB per user (pooled)	
Renewal	1, 2 or 3 years (on request, related to the update & support contract)	Monthly (automatically)	Monthly (automatically)	
Billing	Prepayment	Monthly billing based on the highest number of reported user archives (of the previous month)	Monthly billing (based on the highest number of user licenses and storage used)	

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Payment options	Bank transfer and PayPal Cleverbridge: Credit card, bank transfer, PayPal	Bank transfer and PayPal	Bank transfer and PayPal	
Contract duration	1, 2 or 3 years (based on the update & support contract), software can theoretically be used for longer	Unlimited, two-week notice period to the end of the month	1 month, automatic renewal, termination at the end of the following month	
Datacenter / Infrastructure	Infrastructure of the end customer	Infrastructure of the service provider (own or rented)	ISO-certified datacenter in Germany (Azure - Frankfurt)	
Certifications	GDPR and IDW PS 880	GDPR and IDW PS 880	GDPR and IDW PS 880	
Export of archived emails	Possible free of charge	Possible free of charge	Possible (costs for additional storage may apply)	
Branding option	No	Yes (prerequisite)	No	