MailStore Cloud

Email Archiving in the Cloud

MailStore®, a subsidiary of OpenText, specializes in developing innovative email archiving solutions for small and mid-sized businesses. Over many years, it has become a global standard in email archiving, with more than 100,000 customers in over 100 countries.

MAIL STORE®
by **opentext**™

How Email Archiving in the Cloud Can Help Your Business Succeed

Today, email is not only one of the most important communication media, but also among the most comprehensive and valuable information resources available to a company. Managing and securing this resource can make a decisive contribution to the success of a company but can also present a challenge.

Data sent by email usually remains in the mailboxes of employees and thus also on the underlying email servers, which means there is a risk that the data will be irretrievably lost or manipulated.

However, this gives rise to considerable legal risks because in most countries and industries around the world, business critical data contained in emails must archived completely and faithfully over a certain period and be available if required, i.e. in the event of company audits or legal matters.

Failure to comply with the legal requirements regarding retention policies can result in fines or even civil action and, therefore, loss of reputation. In the worst case, the existence of the company may be threatened.

The challenge is therefore to secure email data in a central location to comply with legal requirements for the retention of business-critical email data and at the same time to use the information efficiently across all employees.

Email Archiving in the Cloud

Email archiving in the cloud is a simple and very effective way of meeting the legal requirements for securing email data. The email archiving solution stores copies faithful to the original of all emails in a central archive for any length of time, ensuring security and availability for years to come.

In addition to meeting legal requirements, email archiving in the cloud offers other advantages that a company can benefit from.

By copying all emails to a central cloud archive, the emails can be automatically deleted from the email server, which reduces the email server's storage requirements and offers potential cost savings. At the same time, there is no need to invest in hardware and software for MailStore Cloud.

Furthermore, the use of MailStore Cloud can increase employee productivity. A central archive eliminates data silos. Definable access rights and self-service for employees, including full-text search, can optimize the use of email data and relieve IT administrators.

MailStore Cloud

Email Archiving in the Cloud
- Automatically grows with your needs. Archive every email of all your employees
- Specially designed for small & mid-sized companies
- Well-known MailStore quality and technology

Predictable Costs
- No costs for hardware and software maintenance
- Low administrative effort
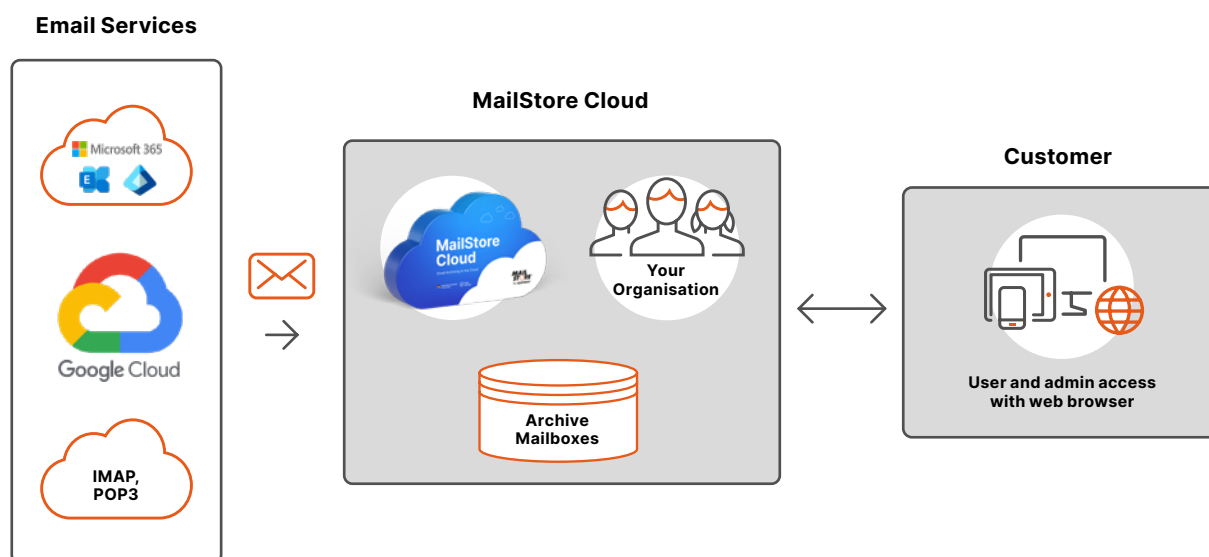- Monthly subscription that can be canceled at any time

Easy to use
- Implemented in just a few minutes
- Intuitive operation
- Compatible with all common email systems

Reliable
- Hosted on an ISO-certified high available data center in Germany
- Certified to the EU's GDPR and Germany's IDW PS 880 standards
- Archived data accessible 24×7×365 with 99,9% availability (SLA), eDiscovery

MailStore Cloud Architecture

Email Services

MailStore Cloud

Customer

Your Organisation

Archive Mailboxes

User and admin access with web browser

Microsoft 365

Google Cloud

IMAP, POP3

Complete, Secure Archiving incl. Mailbox Synchronization

MailStore can archive emails from all common email services and mail servers by accessing users' mailboxes or using SMTP journaling. The journaling method ensures that all emails are fully archived even before they become visible in a user's mailbox. Archiving shared mailboxes and group mailboxes is also no problem.

In addition, MailStore Cloud can automatically synchronize the folder structure from your email server's mailboxes to enable users to work in their familiar environment in the archive. To ensure the security of the archive, all archived data is encrypted.

Comprehensive, Fast Search Function

The content, attachments and metadata of every email are compressed, indexed and encrypted in the archive, which means that your data are protected effectively against unauthorized access and manipulation. That being said, users are still able to locate individual messages and attachments (also e-invoices) quickly and easily thanks to a full-text search function incorporated in MailStore Cloud. In the event of a legal dispute or query from a public authority, privileged "compliance users" can search all the emails belonging to different users and use the legal-hold function if necessary. This simplifies eDiscovery processes.

Access Controls And User Management

Your employees, administrators and auditors login to MailStore Cloud with their web browser. Each user is authenticated either with the local MailStore user database or with the directory service of your email service (single-sign-on). Multi-factor authentication can be enabled for enhanced security. Administrators manage all their users in MailStore Cloud or synchronize users, groups, mailboxes and domains automatically from your servers or services. (Microsoft 365, Exchange Server, Google, or generic LDAP server).

Synchronized users have immediate access to their own archive mailboxes. In addition, your MailStore admin can assign permissions with pre-defined user roles and can manage granular archive access for individual user and groups.

Hence, user management in MailStore Cloud provides everything you need to assure maximum data privacy and to implement corporate data protection policies. Legal compliance can be verified at all times by using a comprehensive and tamperproof audit trail.

MailStore Cloud Key Features in Detail

Archiving and Searching for Emails

Supported email systems	Microsoft 365 (Exchange Online), Microsoft Exchange Server, Google Workspace, Generic IMAP and POP3 Server
Archiving methods	Journal archiving (SMTP) incl. autom. mailbox synchronization Archiving of single or multiple mailboxes Possibility to remove archived emails from mailboxes Microsoft IRM support Non-delivery reports Deduplication
Retention policies	Flexible policies for retaining and removing individual emails by date, sender, recipient, subject, keywords Legal-hold function (delete protection)
Search, eDiscovery	Simple and advanced search function for each user Complete indexing of email subject lines, content and attachments Search through entire archives (compliance users only) Indexing of e-invoices
Import & export	Bulk email import from zip and mzip files (MailStore Server exports) Bulk export as files, including mailbox folder structures

MailStore Cloud Key Features in Detail

Administration

User management	Role-based user access control with local and synchronized users, groups, domains and predefined user roles (admin, standard user, compliance user, auditor) Flexible management of access permissions to archive mailboxes
Directory services	Entra-ID (Microsoft 365), Active Directory (Exchange), LDAP (generic), sync. with multiple servers
Multi-factor authentication	O-AUTH/OpenID Connect, incl. single sign-on for Microsoft 365 and Google Workspace
Configuration	Installation wizard for automatic configuration (Microsoft 365, IMAP) Admin dashboard with status and statistics
Auditing	All user actions are logged in a legally compliant manner and can be verified by auditors

General Framework Conditions

Hosting	ISO-certified data center in Germany
Availability	24×7×365 service with zone redundant compute and data storage resources 99.9% guaranteed availability (SLA) Disaster recovery
Scalability	5 – 500 users per organization Virtually unlimited storage (automatically expandable)
Security	Encryption of all data in the archive and during transport Tamper-proof logging Multi-factor authentication
Clients	Web browser (admin and users) Outlook add-in (web based)
Certifications	IDW PS 880 standards (GoBD) GDPR

Benefits of Email Archiving With MailStore Cloud

With cloud-based email archiving, you can make optimum use of email as an information resource and gain a range of benefits for your company.

No Hardware Costs

Users of MailStore Cloud do not need to make any hardware and software investments prior to implementing the archiving solution. The archiving solution is hosted and operated by Opentext in a highly available, ISO-certified German data center equipped with a disaster recovery facility that is deployed in an emergency.

Available Immediately and at Any Time

Setting up the archiving solution is quick and intuitive. Your MailStore Cloud Organization is provided within a few minutes after purchase and can be used straight away. In MailStore Cloud emails are archived independently of your (cloud) email service. This guarantees that MailStore Cloud and all the archived email data can still be accessed if the email system fails or the respective infrastructure is attacked.

Monthly Subscription With Predictable Costs

User licenses and storage capacity for MailStore Cloud are booked and billed on a monthly basis. Your orders and any changes to your MailStore Cloud subscriptions can be entered online in the web portal at any time and are implemented immediately, giving you full transparency and cost control. The contract period of booked MailStore Cloud licenses and storage automatically renews for a further month unless the subscription is canceled in good time.

No Maintenance Costs

MailStore Cloud users do not have to worry about software and hardware maintenance, as this is the responsibility of OpenText. OpenText takes care of the solution's availability and guarantees uninterrupted operation in accordance with the SLA.

Maximum Scalability and Flexibility

If required, the number of user licenses can be adjusted easily and with immediate effect. The same applies to storage, which is also quickly and easily expandable. This enables you to respond quickly to changes in your organization and adapt your email archiving environment to your specific needs.

Help With Legal Compliance and eDiscovery

MailStore Cloud enables you to secure your emails in a central archive in a form that is faithful to the original, tamper-proof and permanently available for you to retrieve over any length of time. In this way, legal requirements governing the retention of business-critical information and data privacy can be met.

What is more, functions such as legal hold, auditor access, and eDiscovery can help in cases of litigation and other legal proceedings.

Increase Productivity and Optimize Email Data Usage

A professional email archiving solution allows all your email data to be saved to a central, platform-independent location. In this way, information silos arising from emails spread across individual mailboxes or stored locally on users' systems (e.g. PST files) can be eliminated.

Self-Service Relieves IT Teams

A self-service function with full-text search capabilities means that users can search for archived emails and specific attachments themselves without having to contact the IT department. Beyond that archived emails remain available even if mailboxes cannot be reached if the mail server or the underlying infrastructure fails (e.g. due to a technical defect or ransomware attack). And if the archiving software maps a user's folder structure from the mailbox to the email archive, the user can operate in a familiar environment once inside the archive.

More Than 100,000 Customers Across the World Trust MailStore

With more than 100,000 customers in over 100 different countries, MailStore is one of the world's leading email archiving solutions. MailStore is used by both small and mid-sized companies across all sectors of industry, as well as by numerous public authorities and educational institutions.

Contact Us for More Information and Advice

MailStore Software GmbH

Cloerather Str. 1-3
D-41748 Viersen
Germany

Email: sales@mailstore.com
Phone: +49 (0)2162 - 50299-0 (International)
+1 (800) 747 - 2915 (US)
Fax: +49 (0)2162 - 50299-29

www.mailstore.com

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