

# *Sonasoft*

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## Point-Click Recovery

### **Surviving the PST Nightmare**

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# Sonasoftware Surviving the PST Nightmare

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## INTRODUCTION

It's a well-known fact that enterprises today depend heavily on e-mails for critical day-to-day business communications. Many enterprise e-mail systems are based on Microsoft™ Outlook which is extremely popular due to its ease of use. However, management of the PST files associated with Microsoft™ Outlook is often the cause of an IT manager's worst nightmare.

## CHALLENGES WITH PST FILES

E-mails are becoming larger in size with an increasing number of attachments, including text and video. IT managers struggle daily with how to effectively use their server storage space without exceeding existing capacities and without the need for expensive capital expenditures to increase storage. As a necessity, IT managers put limits on the size of each user's mailbox and thus less storage is required on the expensive servers in the data center. Limiting the size of the mailbox also helps Microsoft™ Exchange operate more efficiently and allows it to be more responsive to user's needs.

There are two resultant trends that are concern to enterprises. The first is that due to e-mail inbox size limitations, users now indiscriminately delete e-mails in order to reduce their inbox size. However, in this way, important data may be irretrievably lost, never to be recovered again. The second trend is that users store their archived e-mails in PST files locally on their laptop or desktop. Although this helps to reduce inbox size and server memory, there are several challenges with this approach as listed below:

- **Size of PST files:** Typically PST files are quite large in size and often take up a significant part of a laptop's available disk space.
- **Inefficient storage:** Storing messages in PST files generally results in duplicate messages and wasted disk space. While email server backups may help reduce redundant use of disk space, retrieving email from backups can be extremely time consuming.
- **Maintenance:** Since PST files are stored locally, users must take

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responsibility for the regular backup of their PST files. If not done regularly, the data may be lost or corrupted over time.

- E-mail searches: Searching archived e-mails becomes quite complex since some are stored centrally and some are archived locally. Archive tools must be able to search in a variety of locations for the requested information.
- Transferring PST files: Since PST files are quite large, the migration from a local archive to a central archive or vice versa, is difficult to accomplish.
- Inability to do global searches over time: Email server backups generally reflect the state of a message store at a particular point in time. PST files generally only contain the email for a single user and do not provide a consolidated view.
- No guarantee that all messages are retained: It is possible that an e-mail may be deleted before being stored in a PST file or before it is backed up. This may cause issues with adherence to industry regulations or compliance to legal requirements.

It is no small wonder then that an IT manager is kept up at night with the specter of PST file management!

## THE SOLUTION

SonaVault from Sonasoftware provides the right solution to help alleviate an IT manager's worries.

SonaVault provides on demand archiving and protection of e-mails and has been designed specifically to meet the needs of small to medium businesses (SMBs). SonaVault is extremely easy to use and provides IT managers with a simplified way to archive e-mails without negatively impacting existing IT applications and network environment. SonaVault also offers SMBs a feature rich, cost effective solution that is in line with today's limited IT budgets.

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SonaVault has some unique differentiators that help it to stand out from other competitive solutions. SonaVault supports a number of Microsoft™ Exchange Server releases including Microsoft™ Exchange 2000, 2003, 2007 and 2010. SonaVault provides the ability to seamlessly migrate all of the existing PST file data into an archive repository. This enables SMBs to benefit from improved e-mail management and eliminate PST file proliferation across their network.

SonaVault lightens the load for the Microsoft™ Exchange Server and helps to improve overall performance and efficiency. A concrete example is in the case of e-mail searches. When a user searches for specific information contained within an e-mail, SonaVault accesses the required information from the centralized archive repository, thereby eliminating the need to go to the Microsoft™ Exchange server. The centralized archive repository, or vault, contains a copy of every e-mail including related information such as the date and time, recipient list and attachments.

With a centralized vault, the IT manager is no longer faced with the challenges of backup, PST file management, data corruption/loss and distributed stores of files. The centralized vault created by SonaVault simplifies IT operations with a backup of only the repository required and the elimination of multiple locations for PST files.

A very appealing feature for SMBs is that SonaVault maximizes storage efficiency with its stub technology. SonaVault reduces the size of the Microsoft™ Exchange server by removing message contents from an e-mail including its attachments and creating a pointer to the e-mail otherwise known as a stub. A stub is much smaller than the actual message size and requires less storage as a result. The end user accesses e-mails through Outlook in the usual way completely transparently. When replied to or forwarded, stubbed e-mails retrieve contents of the e-mail from the SonaVault Store instead of the Microsoft™ Exchange Server.

The SonaVault solution helps meet a wide variety of regulatory email compliance requirements such as Sarbanes Oxley (SOX), Health Insurance

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Portability and Accountability Act (HIPAA), SEC requirements and many more worldwide governmental regulations. With SonaVault's powerful search query builder feature, SMBs are able to quickly and efficiently search the archived e-mail store for any information needed. SonaVault provides SMBs with more control over corporate e-mail while reducing cost, complexity and risk.

Access to archived e-mails can be defined according to a user's role within the SMB. Each user has an associated role that defines the level of access that they have to the SonaVault system. The user role also outlines the types of functions that can be performed including retrieval, searches, etc.

Tracking of user activity on SonaVault is very important to ensuring the integrity of overall IT operations. SonaVault provides detailed auditing of every operation performed to ensure proper usage of the system. SonaVault keeps track of users to ensure unauthorized policy changes or searches on the system do not take place. Additionally, SonaVault provides comprehensive reports for email statistics, email compliance, data leakage, storage email management and much more.

## CONCLUSION

Sonasoftware has been continuously innovating in the area of e-mail archiving, storage and retrieval and provides the only solution in the industry that is purposely built for SMBs with SonaVault. Sonavault is a fully integrated solution that works out of the box to address their PST file management needs.

With SonaVault, PST files can be retrieved and archived no matter where they are located with minimal disruption to the network. Sonavault's access to its centralized repository of PST files helps to minimize the load on Microsoft™ Exchange and streamlines the IT manager's operational efficiencies. SonaVault can quickly and efficiently search for any type of information stored in PST files with tools for customized searches.

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In this way, SonaVault helps SMBs to adhere to regulatory guidelines and compliances.

Sonavault is specially designed to minimize the IT manager's concerns and is the most feature rich solution that turns PST file management nightmares into a dream!