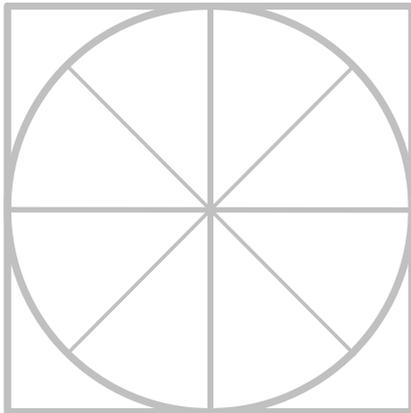




# THE RADICATI GROUP, INC.

## Information Archiving - Market Quadrant 2022 \*



*An Analysis of the Market for  
Information Archiving Solutions  
Revealing Top Players, Trail Blazers,  
Specialists and Mature Players.*

***March 2022***

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## RADICATI MARKET QUADRANTS EXPLAINED

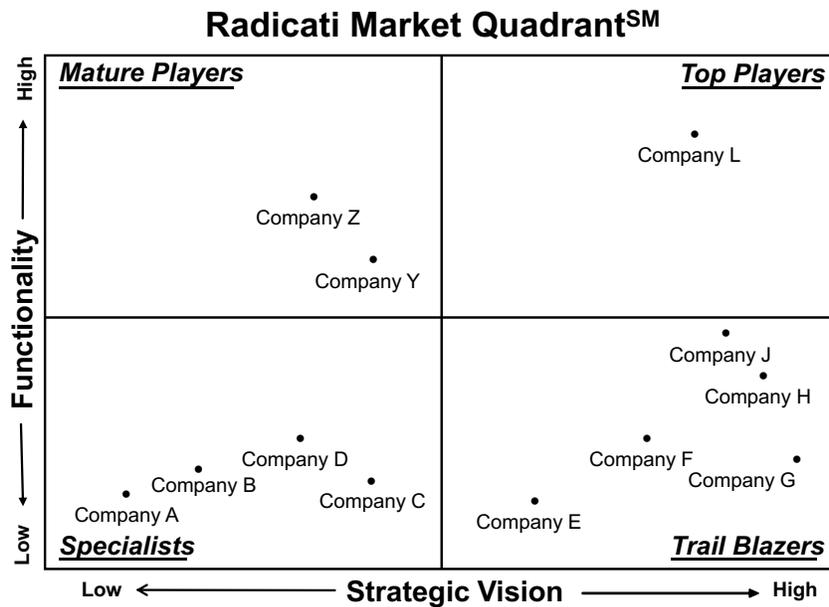
Radicati Market Quadrants are designed to illustrate how individual vendors fit within specific technology markets at any given point in time. All Radicati Market Quadrants are composed of four sections, as shown in the example quadrant (Figure 1).

1. **Top Players** – These are the current market leaders with products that offer, both breadth and depth of functionality, as well as possess a solid vision for the future. Top Players shape the market with their technology and strategic vision. Vendors don't become Top Players overnight. Most of the companies in this quadrant were first Specialists or Trail Blazers (some were both). As companies reach this stage, they must fight complacency and continue to innovate.
2. **Trail Blazers** – These vendors offer advanced, best of breed technology, in some areas of their solutions, but don't necessarily have all the features and functionality that would position them as Top Players. Trail Blazers, however, have the potential for “disrupting” the market with new technology or new delivery models. In time, these vendors are most likely to grow into Top Players.
3. **Specialists** – This group is made up of two types of companies:
  - a. Emerging players that are new to the industry and still have to develop some aspects of their solutions. These companies are still developing their strategy and technology.
  - b. Established vendors that offer very good solutions for their customer base, and have a loyal customer base that is totally satisfied with the functionality they are deploying.
4. **Mature Players** – These vendors are large, established vendors that may offer strong features and functionality, but have slowed down innovation and are no longer considered “movers and shakers” in this market as they once were.
  - a. In some cases, this is by design. If a vendor has made a strategic decision to move in a new direction, they may choose to slow development on existing products.

- b. In other cases, a vendor may simply have become complacent and be out-developed by hungrier, more innovative Trail Blazers or Top Players.
- c. Companies in this stage will either find new life, reviving their R&D efforts and move back into the Top Players segment, or else they slowly fade away as legacy technology.

Figure 1, below, shows a sample Radicati Market Quadrant. As a vendor continues to develop its product solutions adding features and functionality, it will move vertically along the “y” functionality axis.

The horizontal “x” strategic vision axis reflects a vendor’s understanding of the market and their strategic direction plans. It is common for vendors to move in the quadrant, as their products evolve and market needs change.



**Figure 1: Sample Radicati Market Quadrant**

**INCLUSION CRITERIA**

We include vendors based on the number of customer inquiries we receive throughout the year. We normally try to cap the number of vendors we include to about 10-12 vendors. Sometimes, however, in highly crowded markets we need to include a larger number of vendors.

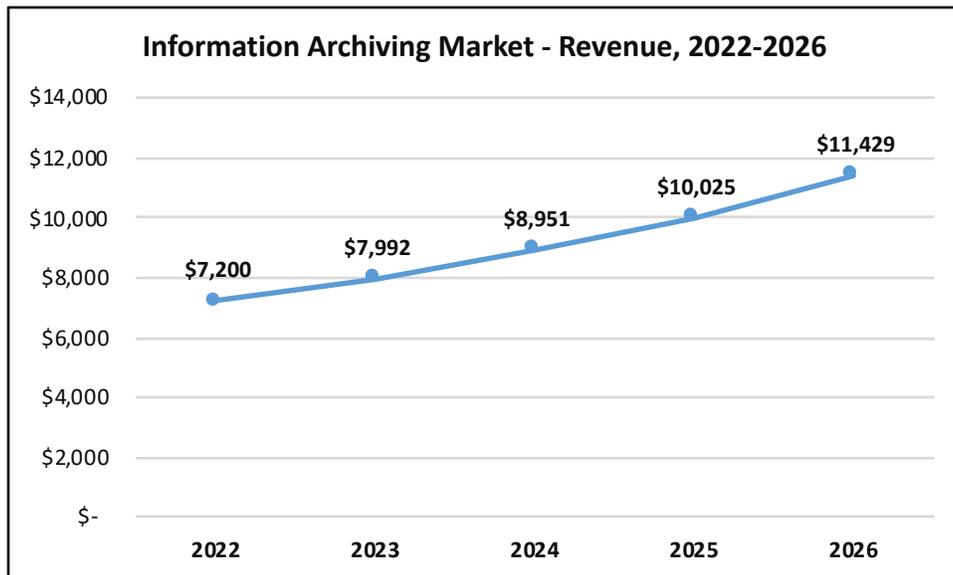
## MARKET SEGMENTATION – INFORMATION ARCHIVING

Information archiving solutions provide interactive, secure long-term storage of electronic business content, including: email, instant messages, social media, file systems, SharePoint content, and a broad range of other structured and unstructured information. In addition to archiving, these solutions must also provide fast, easy search and retrieval of information, and allow organizations to set granular retention policies which provide the foundation for Supervision, eDiscovery, Legal Hold, Data Loss Prevention (DLP), and Information Governance.

Information Archiving solutions are defined as follows:

- **Information Archiving** – are solutions which provide interactive, secure long-term storage of electronic business content, including: email, instant messages, social media, file systems, SharePoint content, and a broad range of other structured and unstructured information. These solutions are delivered as on-premises products, appliances, or as cloud services. Key vendors in this segment include: *Archive360, Barracuda Networks, Global Relay, Google, Jatheon, Micro Focus, Microsoft, Mimecast, OpenText, Proofpoint, Smarsh, and Veritas.*
- Business organizations typically deploy an information archiving solution to meet one or more of the following use cases:
  - *Compliance with Regulatory Requirements* – organizations in heavily regulated industries are required to retain and preserve electronic information to meet government and/or industry regulatory requirements.
  - *Litigation* – during internal and external legal proceedings, organizations will need to efficiently search, discover, and retrieve all pertinent information.
  - *Internal Corporate Policies* – many organizations have large amounts of electronic content that needs to be managed and disposed of according to internal corporate policies.
  - *Leveraging Information through Content Analytics* – organizations are increasingly using information archiving solutions to provide valuable insight into their stored data.

- *Data and Information Security* – information archiving solutions help secure information in a long term repository, where content can be easily restored in the event of a disaster or during any planned or unplanned downtime.
- Figure 2, shows the worldwide Information Archiving market revenue from 2022 to 2026. The total market will be \$7.2 billion in revenues by year-end 2022, and will grow to over \$11.4 billion by 2026.



**Figure 2: Worldwide Information Archiving Revenue, 2022-2026**

## EVALUATION CRITERIA

Vendors are positioned in the quadrant according to two criteria: *Functionality* and *Strategic Vision*.

***Functionality*** is assessed based on the breadth and depth of features of each vendor's solution. All features and functionality do not necessarily have to be the vendor's own original technology, but they should be integrated and available for deployment when the solution is purchased.

***Strategic Vision*** refers to the vendor's strategic direction, which comprises: a thorough understanding of customer needs, ability to deliver through attractive pricing and channel models, solid customer support, and strong on-going innovation.

Vendors in the *Information Archiving* space are evaluated according to the following key features and capabilities:

- *Deployment Options* – availability of the solution in different form factors, such as on-premises solutions, cloud-based services, hybrid, appliances and/or virtual appliances.
- *Email Platform Support* – the range of email platforms supported, such as Microsoft Exchange, HCL Domino, and others.
- *Instant Messaging (IM)/Chat Archiving* – support for archiving instant messaging (IM) and/or chat platforms, such as Microsoft Teams, Cisco UCM/Jabber, Salesforce Chatter, HCL Connections, and others.
- *Social Media Archiving* – support for archiving Social Media, such as Microsoft Yammer, Facebook, and others.
- *Additional Content Sources* – such as voice, video, and others.
- *Automated Content Indexing* – automatic indexing and tagging of information for fast, easy search.

- *Storage Reduction* – the removal of redundant data from repositories is an important capability that is necessary in order to maintain storage efficiency, reduce storage space, and improve disaster recovery procedures. Single instance storage (SIS) or data deduplication are some of the technologies that enable this functionality.
- *Search* – in addition to basic search functionality (search by sender, recipient, subject, date or contents of a message) information archiving solutions should provide a robust set of advanced search capabilities, including: concept, Boolean, proximity, and more.
- *Archive Access* – archived information should be easily accessible to both end users and administrators through a desktop, a web-based and/or a mobile client. Mobile app based access is preferred.
- *Retention Policies* – businesses should be able to define retention periods for archived data depending on their own retention schedules. Disposition of archived data can occur by age, date, user, folder, sender, recipient, subject, and other parameters.
- *eDiscovery Capabilities* – basic eDiscovery capabilities should be provided for legal hold, advanced search, tagging, data export, and more.
- *Data Migration from Legacy Systems* – support for migrating data in PST, NSF, and other formats from other archives.
- *SharePoint Archiving* – the ability to archive Microsoft SharePoint sites and content.
- *Website Archiving* – the ability to capture and preserve full websites including web pages, blog posts, images, videos and more in their native formats in the event that they need to be produced for litigation, or to comply with regulatory requirements.
- *Mobile Access* – access to archived content through a mobile app, or a mobile browser (i.e. smartphone, tablet, laptop, etc.). Mobile app based access is preferred.
- *Multi-language Localization* – availability of archiving solutions with administrative and user interfaces localized in multiple languages.

In addition, for all vendors we consider the following aspects:

- *Pricing* – what is the pricing model for their solution, is it easy to understand and allows customers to budget properly for the solution, as well as is it in line with the level of functionality being offered, and does it represent a “good value”.
- *Customer Support* – is customer support adequate and in line with customer needs and response requirements.
- *Professional Services* – does the vendor provide the right level of professional services for planning, design and deployment, either through their own internal teams, or through partners.

***Note:*** *On occasion, we may place a vendor in the Top Player or Trail Blazer category even if they are missing one or more features listed above, if we feel that some other aspect(s) of their solution is particularly unique and innovative.*

MARKET QUADRANT – INFORMATION ARCHIVING

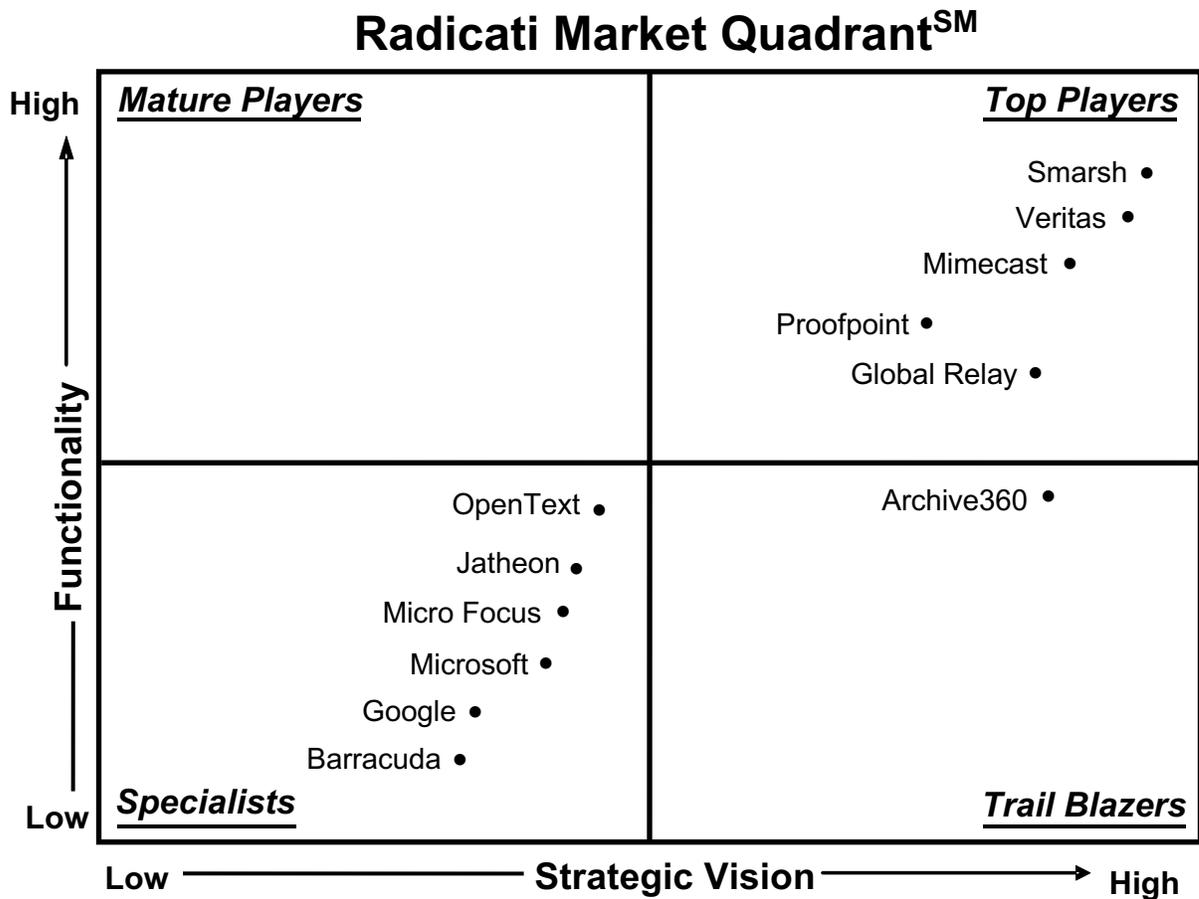


Figure 3: Information Archiving Market Quadrant, 2022\*

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## KEY MARKET QUADRANT HIGHLIGHTS

- The **Top Players** in the Information Archiving market are *Smarsh, Veritas, Mimecast, Proofpoint, and Global Relay*.
- The **Trail Blazers** quadrant includes *Archive360*.
- The **Specialists** quadrant includes *OpenText, Jatheon, Micro Focus, Microsoft, Google, and Barracuda*.
- There are no **Mature Players** in this market at this time.

## INFORMATION ARCHIVING - VENDOR ANALYSIS

### TOP PLAYERS

#### SMARSH

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www.smarsh.com

Smarsh, founded in 2001, is a provider of capture and archiving technology and services aimed at highly regulated industries with strict compliance and eDiscovery requirements, such as financial services (e.g. broker-dealers, investment advisers, banks and lenders) and the public sector. In 2020, Smarsh acquired Digital Reasoning, an AI company that offers solutions to analyze and understand human communications in context. In early 2022, Smarsh acquired the Digital Safe product line from Micro Focus. Smarsh is privately held.

#### SOLUTION

The Smarsh solution offering is comprised of the following components:

- **Capture** – enables customers to capture more than 80 channels of electronic communications (including email, IM/collaboration, social media, mobile/text messaging and voice) for

ingestion into the search-ready **Enterprise Archive**, **Digital Safe Archive**, or other existing archives. Content is captured continuously, in native format, directly from source channels with full conversational context preserved.

- **Archive** – provides ingestion, search, review, reporting and export capabilities universally across all supported content types. Smarsh automatically scans content as it enters the archive for keywords, phrases, or violations based on policies defined by each customer. Administrators can customize policies based on any criteria associated with a message. Smarsh provides numerous policy templates created and maintained by compliance and regulatory experts. Smarsh offers its Archive solution in three versions:
  - *Enterprise Archive* – is designed for multi-national corporations with high volumes of data and sophisticated supervision or eDiscovery requirements. It is a cloud-native platform that can be deployed in public cloud infrastructures (e.g. Amazon Web Services, Microsoft Azure). It supports application program interfaces (APIs) for content ingestion, administration and data enrichment.
  - *Professional Archive* – is aimed at small and mid-sized organizations. It includes capture, archive, supervision and discovery support for more than 80 channels of electronic communication out of the box.
  - *Digital Safe Archive* – delivers compliance archiving as a managed service. The platform streamlines ingestion, enrichment, retention, and analysis of business communications for eDiscovery, data governance and supervision. Digital Safe Archive and Digital Safe Supervisor enable high-performance queries across diverse business-critical data. The search is contextual-based, and delivers high performance. Analytical reporting with built-in data visualizations helps compliance and legal teams meet audit needs, make business decisions, and more easily understand risk and compliance issues.
- **Apps** – integrate directly with the Enterprise Archive, Digital Safe Archive, or can be deployed as stand-alone products (alongside existing archiving solutions). *Conduct Intel*, merges the mature Smarsh Supervision and Digital Reasoning Conduct Surveillance technologies, to surface risk, anomalies and trends in communications, as well as improve the ability to meet global regulatory requirements for supervision and surveillance from FINRA, IIROC, FCA, MiFID II and more. *Discovery* allows content to be organized into cases for

further analysis, export or production for eDiscovery, investigations, or audits. Conduct Intel and Discovery capabilities are packaged with the Communications Intelligence Platform.

All content and attachments are available immediately through the various Archive web-based interfaces. Archived content is replicated for continued access in the event of a disaster or system failure, and preserved in accordance with client retention schedules. The Smarsh service includes performance and uptime guarantees. In the case of Enterprise Archive, cloud services are delivered in a triple-active model in public cloud.

- **Communications Intelligence Platform** – launched in November 2021, comprises Capture, Enterprise Archive, and the Conduct Intel and Discovery applications. It an extensible platform which delivers:
  - A unified, AI-enabled SaaS offering that simplifies communications oversight infrastructure.
  - Capture and archiving support for more than 80 communications channels, including email, workstream collaboration, mobile, text, social, and audio.
  - The ability to scale workloads elastically through the predictable, secure, and high-performant infrastructure from leading cloud providers, like Amazon Web Service, Google Cloud Platform, and Microsoft Azure.
  - Machine-learning-powered applications (e.g. Conduct Intel and Discovery) designed to accelerate business outcomes and derive actionable insights across written and spoken communications data.

Smarsh provides native capture and archive support for the following message types:

- *Email* – Smarsh is platform-agnostic and captures and preserves email messages from on-premises email servers (Microsoft Exchange, HCL Domino and others), cloud-based email services (Google G Suite, Microsoft Office 365, Salesforce email and others), as well as email mass marketing solutions (Eloqua and Marketo).
- *Instant Messaging/Collaboration* – Smarsh offers archiving support for Microsoft Teams, Slack, Workplace by Facebook, WebEx Teams, Bloomberg, Thomson Reuters, QQ

Messenger, Pivot, Cisco UCM/Jabber, Jabber, FactSet, Symphony, Zoom, and others. Smarsh can ingest data directly from these platforms through API connections (where applicable).

- *Social Media* – Smarsh provides archiving support for Facebook, Twitter, LinkedIn, Microsoft Yammer, Salesforce Chatter, Jive, Instagram, Pinterest, Reddit, TikTok, Vimeo, YouTube and more. Smarsh can ingest data directly from these platforms through API connections.
- *Websites* – businesses can capture, search, preserve, produce, and supervise complete websites, individual web pages, blogs, wikis, RSS feeds, audio and video files, and the interactive components that create web pages.
- *Mobile Messaging* – Smarsh captures, indexes, and preserves SMS/MMS/RCS text messages and other forms of mobile communications across Android, and Apple devices. Smarsh focuses on capturing content directly from carriers (e.g. AT&T, Verizon, T-Mobile, Vodafone, U.S. Cellular), and provides mobile archiving solutions regardless of mobile operating system, carrier or device ownership scenario (i.e. BYOD vs. corporate-issued).
- *Voice* – Smarsh expanded support for voice content within both its Enterprise Archive and Professional Archive platforms.

Smarsh also offers a suite of **Business solutions**, powered by Intermedia, which includes email encryption, email hosting, instant messaging, backup and file sharing and productivity apps.

## **STRENGTHS**

- Smarsh provides archiving support for a broad range of enterprise content, including: email/email mass marketing, social media, IM, collaboration, mobile/text messaging, websites, video, voice and more. Users can leverage a uniform set of policies and a unified search interface across all of their content types.
- Smarsh offers mobile/text archiving, with support for archiving of content directly from carriers. The Smarsh mobile archiving portfolio offers solutions for any combination of mobile device/OS, carrier/plan and ownership model (e.g. BYOD, employer-issued, etc.).

- Messages are ingested, indexed and retained in their native format (as opposed to having non-email content converted to email). This enables the preservation of rich, conversational context, as well as fast search and review by the unique elements and objects of each message type.
- Smarsh provides multiple APIs, including for content ingestion, and offers a developer program for third-party content support and client custom development.
- Smarsh is well-positioned to provide capture, archiving and supervision product/service solutions for customers of all sizes, ranging from single-office broker-dealers to large enterprises.
- The cloud-native Enterprise Archive is available for multi-cloud deployment. This allows organizations to deploy archiving, supervision and eDiscovery services on the infrastructures that best align with their corporate cloud strategy.

#### **WEAKNESSES**

- Smarsh has traditionally focused on providing solutions for the financial services and State and Local government industries. However, Smarsh is working to increase penetration into other verticals.
- Smarsh allows access to personal archives through mobile device browsers, however, it does not currently offer mobile archiving apps.
- Smarsh is localized only in English, however, all messages are stored in their native format and Unicode messages are archived.
- While offering an impressive set of features and capabilities, Smarsh has fairly low market visibility outside of multi-national financial services firms and those headquartered outside of North America. The vendor is working to address this.

## VERITAS TECHNOLOGIES

2625 Augustine Drive

Santa Clara, CA 94054

www.veritas.com

Veritas Technologies offers information management solutions aimed at enterprise needs for governance and compliance. Veritas' Digital Compliance product portfolio includes solutions for: archiving, eDiscovery, data insights/file analysis, content collection, data management and more. The company is owned by The Carlyle Group, a private equity firm.

### SOLUTION

Veritas offers both on-premises and cloud-based archiving solutions under the **Enterprise Vault** brand name. **Veritas Enterprise Vault (EV)** and **Veritas Enterprise Vault.cloud (EV.cloud)** are part of its broader Veritas Digital Compliance solutions portfolio. In 2021, Veritas integrated newly acquired content collection solution Merge1 into both EV and EV.cloud to allow content collection to be configured directly from the archiving UI. Veritas also released a new end-to-end Discovery solution called Veritas Advanced eDiscovery, which provides a SaaS equivalent of Veritas' eDiscovery Platform (formerly Clearwell).

- **Veritas Enterprise Vault** supports archiving of email, Microsoft SharePoint content, IMs, file servers, social media content, Microsoft Teams and more. The solution archives to and may be deployed in popular cloud platforms such as Amazon Web Services, Google Cloud and Microsoft Azure. Administrative tools, such as dashboards and wizards, help simplify the management process. It is tightly integrated with Veritas' Merge1 solution to allow collection of more than 120 different content sources. EV also offers "Classification Defined Storage," which can route content to a different Storage Partition based on classification rules and set retention time based on classification. In addition, Intelligent Review, a feature of Veritas Advanced Supervision, learns from reviewer choices to automatically prioritize relevant content for future review.

The Enterprise Vault product portfolio includes:

- *Enterprise Vault Discovery Accelerator* – is a search and eDiscovery solution that works with Enterprise Vault to expedite the identification, legal hold, and review of documents, email and all content sources. EV is also tightly integrated with Veritas eDiscovery

Platform for customers who require additional eDiscovery litigation support for content outside the archive.

- *Discovery Accelerator and eDiscovery Platform* – both include a native Microsoft Teams view which allows the same look and feel of the MS-Teams client during review.
- *Veritas Advanced Supervision* – provides compliance supervision and surveillance capabilities to help organizations monitor electronic communications, such as email, instant messaging or social media content. This client is common to both EV on premise and EV.cloud.
- *Email Management for Enterprise Vault* – is a stand-alone software-based solution, which offers automated Microsoft Exchange Server and Domino mailbox management via active mailbox and journal archiving. EV for Microsoft Exchange supports on-premises Microsoft Exchange Server and Microsoft Office 365. Veritas has added decryption support for Microsoft AIP for Office 365 email to allow archiving and indexing of encrypted content.
- *Enterprise Vault File Governance* – offers comprehensive archiving support for Windows file systems. The solution also supports classification and integrates with Veritas Data Insight to enable customers to perform archiving operations directly from Data Insight reports.
- **Veritas Enterprise Vault.cloud** (EV.cloud) is a unified cloud archiving and discovery service, which offers archiving of both cloud-based or on-premises email, Microsoft SharePoint content, Instant Messaging (IM), cloud file sharing systems, and all sources supported by Veritas Merge1. Veritas data centers are hosted in Microsoft Azure, which allows customers to have fast access to their data close to their locations around the world. EV.cloud offers classification to accelerate discovery and end-user search.

The Veritas Enterprise Vault.cloud product portfolio includes:

- *Enterprise Vault.cloud for Email* – offers archiving and eDiscovery capabilities for Microsoft Exchange, Microsoft Office 365, Google Workspace, and HCL Domino. End user access can also be enabled, and folder structures synchronized from the mailbox to

the archive, thus providing end users a folder structure view of their archived items.

- *Veritas Advanced Supervision* – is a supervisory solution that helps organizations monitor communications and ensure regulatory compliance. It provides a framework to select and sample target content and enable authorized staff to review, annotate and escalate items. The process is tracked and recorded for auditing and regulatory compliance purposes.
- *Veritas Advanced eDiscovery (VAD)* – provides end-to-end discovery in a SaaS environment. It provides the ability to capture content proactively via journaling while also allowing content to be collected directly from source at the time of a discovery event. VAD provides Early Case Assessment to further filter content prior to review. It also provides ‘purpose-built review’ for specific content types. For instance, it offers a specific view for collaboration content such as Microsoft Teams that preserves metadata like reactions, embedded documents, emojis and embedded images and provides the ability to scroll to any point in a Teams conversation. Recent releases have added redaction capabilities, extending this solution across the EDRM model.
- *Mobile Web Access* – EV.cloud offers Mobile Web Access for Enterprise Vault Personal.cloud, which supports browser access from iOS, and Android devices.
- **Veritas Merge1** complements EV and Veritas EV.cloud to extend intelligent content capture for more than 120 data sources, including social media, instant messaging, mobile communications, financial platforms, and cloud-based content. Merge1 is tightly embedded in EV and EV.cloud to allow configuration of content within the archiving interface. This allows organizations to ensure regulatory compliance and perform comprehensive supervision, eDiscovery, and any other data management initiatives that require end-to-end content capture. Merge1 is licensed on a per-user / per-content source basis. It can be deployed on-premises today, or in the cloud with a multi-tenant SaaS version (available April 2022).

## STRENGTHS

- Veritas’ archiving solutions offer a thorough product portfolio to help organizations satisfy most archiving and information governance needs. Veritas appeals to a wide range of businesses through flexible deployment options (i.e., on-premises, hybrid, within the

customer's tenant, and SaaS).

- Veritas' solutions help organizations make context-based information governance decisions through advanced classification capabilities. The vendor offers an enhanced classification engine for EV, EV.cloud, Veritas Data Insight, and Veritas eDiscovery Platform.
- Through the addition of Merge1, Veritas captures more than 90 native content sources including new connectors for Zoom Audio/Video and Microsoft Teams. A partner ecosystem expands this list to more than 120 content sources, with all content being classified and fully indexed upon ingestion into EV.

## **WEAKNESSES**

- With a powerful set of features, Enterprise Vault on-premises typically requires adequate budget and personnel to fully maximize the platform's potential. EV.cloud; however, offers a fully managed, multi-tenant SaaS solution to alleviate management burden.
- Customers should note that File Archiving of on-premises files is currently supported natively only in EV. EV.cloud does support cloud repositories such as OneDrive, Box and SharePoint. Veritas NetBackup SaaS Protection (NSP) provides backup of both on-premise and cloud file sources and fully indexes all content allowing for easy export and inclusion into an EV.cloud discovery case.
- Veritas is still working to completely integrate Merge1 into its EV, EV.cloud and eDiscovery Platform. Customers should check carefully on roadmap item availability across platforms.
- Veritas supports mobile access to its archives (both EV and EVault.cloud) through mobile web browsers, rather than through mobile apps.

## **MIMECAST**

1 Finsbury Avenue

London

EC2M 2PF

www.mimecast.com

Founded in 2003, Mimecast is a provider of cloud-based business services which comprise email, collaboration and web security, archive and data protection, to awareness training, uptime assurance and more. Mimecast is headquartered in London, UK, with North American headquarters in Lexington, MA and offices globally. Mimecast is a publicly traded company.

## **SOLUTION**

Mimecast offers a suite of fully integrated cloud **Enterprise Information Archiving, Email Security, Data Protection** and **Continuity** services. Mimecast's services support all major email platforms, but are optimized for Microsoft Exchange Server and Microsoft Office 365.

- **Mimecast Cloud Archive** is a cloud-based email archiving service that captures and indexes Microsoft Exchange Server and Microsoft Office 365 data, as well as data on other major email platforms. Key features of Mimecast Cloud Archive include:
  - Messages are captured at the gateway in real time and via Microsoft Exchange Server journaling to archive all incoming and outgoing messages.
  - Direct end-user access to Mimecast personal archive through a plug-in deployed into Microsoft Outlook that provides a seamless user experience for simplified administration, streamlined collaboration, information access and productivity.
  - Users can also access their personal archive through Mimecast's Personal Portal web client, or through native applications for each of the major smart-phone platforms; users can search, view, reply, and forward archived messages on iPhone, iPad, Android, and BlackBerry devices.
  - Comprehensive compliance, eDiscovery and litigation support including advanced search, legal hold, case management, data export, and review capabilities.

- Mimecast also offers add-on services that include integrated large file send, secure messaging, and Sync & Recover for backup and recovery of the Microsoft Exchange Server mailbox folder structure in the Mimecast personal archive, which is accessible from Microsoft Outlook, Mimecast Personal Portal, mobile devices, and Mimecast for Mac.
- **File Archiving** – a cloud-based archiving service that provides archiving of file repositories and data. Key features include:
  - Archiving files from OneDrive, file shares and network shares.
  - Administrator archive search for file data.
- **Microsoft Teams Archiving** – a cloud-based archiving service, that provides archiving of Microsoft Teams conversations. Key features include:
  - Archiving peer-to-peer conversations, conferences and multi-party conversations.
  - A single archive search interface, which delivers IM search results, alongside email and file content for greater context and streamlined administration.

## STRENGTHS

- The single Administration console provides unified access to all features in a single view. Security, Archiving, eDiscovery, recovery, email retention policy settings, user management, and litigation hold requests, can all be managed through a single web interface.
- Integration of Security, Archiving, Protection and Continuity means archives are fully accessible even during email outages and archived data remains fully protected against email-borne threats.
- Microsoft Sync & Recover fills data protection gaps in Office 365, providing backup and recovery of Exchange email in case of accidental or malicious deletion.

- Mimecast's Simply Migrate technology enables end-to-end data migration capabilities with support for a number of archive repositories without the need for drive shipping (unless requested) and support for a number of legacy archive repositories.
- Users can search and access their personal archives from Microsoft Outlook or through Mimecast's Mac app, web interface, and mobile devices, backed by aggressive search SLAs.
- Mimecast supports legal holds, case review and eDiscovery searches, each across an unlimited number of mailboxes.
- Mimecast allows legal holds on specific sets of emails - within or across mailboxes - based on tagging or filters in addition to entire mailbox legal holds.
- Mimecast offers archiving support for all popular cloud messaging platforms, including Microsoft Office 365 and Google G Suite.

#### **WEAKNESSES**

- Mimecast currently only offers IM archiving support for Microsoft Teams and MyChat, whereas archiving of other IM and SMS text services, as well as social media can be handled through third-party content capture solutions, such as 17-a4 LLC, CellTrust, ArchiveSocial, and others. Native support for other IM solutions is on the vendor's roadmap.
- Website archiving is currently not supported.
- Mimecast does not currently support archiving of Microsoft SharePoint data. However, this is on the vendor's near-term roadmap.
- Mimecast archiving services are available only as a cloud service. Customers interested in on-premises or hybrid deployments for archiving will need to consider alternative vendors.

## **PROOFPOINT**

925 Maude Ave  
Sunnyvale, CA 94085  
www.proofpoint.com

Proofpoint develops enterprise security solutions aimed at protecting people, data, and brands from advanced threats and compliance risks. The company delivers solutions for inbound email security, outbound data loss prevention, social media, digital risk, email encryption, compromised accounts, eDiscovery, security and awareness training, insider threat management and email archiving. In 2021, Proofpoint was acquired by software investment firm Thoma Bravo.

## **SOLUTION**

**Proofpoint Enterprise Archive** is a cloud service that provides information archiving, eDiscovery, and regulatory compliance for Microsoft Office 365 and on-premises Microsoft Exchange Server, or other data sources via a combination of native and third party connectors. An optional appliance can be deployed in the customer's data center to encrypt information before it leaves their premises, and send it in encrypted form to the Proofpoint Datacenters for additional security. Key features of Proofpoint Enterprise Archive include:

- *Message Retention* – Proofpoint Enterprise Archive offers tight integration with Microsoft Exchange Server and Microsoft Active Directory. Email messages are captured via Exchange journaling. For standard deployments, journaling rules point directly to Proofpoint data centers, making for a very straightforward setup. Integration with Active Directory can be deployed with a Proofpoint AD Sync tool, or customers can leverage an API to deliver user directory data via an LDIF file. The Proofpoint DoubleBlind Key Architecture provides security for messages and indices at rest. For hybrid deployments, with the optional Archiving Appliance, messages are encrypted on-premises and can only be decrypted by an authorized user that has access to the User Interface through the appliance. Proofpoint customers maintain sole possession of encryption keys, which ensures a high level of security. Whether deployed as a hybrid or fully hosted solution, Enterprise Archive protects data in transit from the data source all the way to storing and retention in the archive. Enterprise Archive can archive email, Bloomberg messages, IM's, social media content and more. Proofpoint also has a Selective Disposition feature, which enables customers to hide specific archived items in accordance with their policies or dispose of them from the archive

prior to the end of the retention period (e.g. privileged, sensitive content, or to comply with GDPR requests).

- *Legal Hold Management* – Proofpoint Enterprise Archive allows for the creation and enforcement of legal holds in order to preserve old and new messages (in effect suspending their assigned retention period). These messages are maintained in a tamper-proof repository for the duration of the legal matter, but can be accessed and reported on by authorized members of the legal team through a web-based interface. To enhance the Legal Hold process, Proofpoint supports person-based holds that preserve archived items belonging to specific Active Directory users, or ad hoc holds that preserve items that meet specific criteria.
- *Advanced Search and eDiscovery Analytics* – Proofpoint Enterprise Archive includes full-text and wildcard-based searches of message headers, message body, and over 500 types of attachments by legal teams and/or administrators. Proofpoint offers a search time guarantee of less than 20 seconds. An integrated optional *E-Discovery Analytics* module is also available for data visualization, Technology Assisted Review (predictive coding), conversation threading, and Case Management.
- *Supervisory Review* – for organizations subject to SEC/FINRA compliance requirements, Proofpoint provides full compliance review to allow supervisory reviewers to monitor email for policy adherence. Proofpoint also provides full SEC 17a-4 compliant storage. *Intelligent Supervision* is an optional add-on module to Enterprise Archive, which incorporates easily configurable policies and sampling rules, and allows users to assess the effectiveness of each reviewer and policy through a real-time dashboard. The Supervision platform relies on advanced machine learning to enable options like Sentiment Based Selection and Automated Language Detection. In addition, *Proofpoint NexusAI for Compliance* is an add-on to Intelligent Supervision which uses machine learning models to reduce low-value supervision content.
- *Personal Archive Access & Mailbox Management* – The Proofpoint Enterprise Archive supports advanced productivity tools, such as archive access through iOS or Android mobile apps, and a full featured Outlook plugin (including a direct drag and drop feature from the archive to the mailbox). It also supports providing end users with Outlook folder sync functionality, as well as imported PST folder preservation. For customers with on-premises Exchange, Proofpoint offers an automated stubbing feature that removes email attachments from Microsoft Exchange Server, while still making them available to users through the

Microsoft Outlook client. Stubbing helps preserve storage space in Exchange and minimizes user creation of PST files.

- *FISMA Compliance* – Proofpoint provides a FISMA-compliant offering for Federal Government customers.
- *FedRAMP Certification* – Proofpoint’s cloud archiving service, including all deployment models, are FedRAMP certified.

Proofpoint also offers a stand-alone solution, **Proofpoint Content Capture**, which provides the ability to capture and manage content from social media and enterprise collaboration, sources such as: Microsoft Teams, Zoom, Slack, Facebook, Twitter, LinkedIn, Microsoft Yammer, Salesforce Chatter, Jive, and others. Content can be delivered to any third party information archiving repository, as well as Proofpoint’s Enterprise Archive. For content retained within Enterprise Archive, Proofpoint provides enhanced integration, single pane of glass visibility to all archived content, and can segregate social content through the use of tags. Proofpoint also offers two optional add-on products to Proofpoint Content Capture: *Proofpoint Content Patrol*, enables teams to monitor, remediate and report on social media compliance at scale; and *Proofpoint Compliance Gateway* ensures that captured communications are received by downstream services, such as repositories and supervision tools.

## STRENGTHS

- Intelligent Supervision provides quick and efficient supervision, review and reporting on all correspondence in order to ensure regulatory compliance, including meeting FINRA, SEC and IIROC obligations.
- Proofpoint provides built-in search, legal hold and export to address basic eDiscovery requirements, as well as advanced capabilities through its E-Discovery Analytics module, which includes Case Management, Conversation Threading and Technology Assisted Review.
- The optional Hybrid deployment with on-premises archiving appliances offers an additional level of cloud data storage security by putting the keys in the customers infrastructure.

- Proofpoint offers compelling, financially-backed SLAs for archive search performance and archive availability.
- Proofpoint Enterprise Archive is capable of archiving email messages, Bloomberg messages, IM's, social media and enterprise collaboration content and files from desktops and file shares like Box and OneDrive.
- Proofpoint offers mobile archive access through apps for iOS and Android, as well as an updated web-based user interface designed for tablet devices.
- Proofpoint includes full message reconciliation using the Proofpoint Compliance Gateway. Proofpoint's Content Patrol service can also provide full end-to-end reconciliation of social media posts that need to be archived.

#### **WEAKNESSES**

- Proofpoint Enterprise Archive only supports Microsoft Exchange Server or Microsoft Office 365 messaging environments, other messaging platforms such as Google Workspace are not supported.
- Website archiving is only available through partner solutions.
- Archiving of Sharepoint Sites is only available through partner solutions.
- Proofpoint is mostly visible in North America, the company lacks market visibility in other geographies.

#### **GLOBAL RELAY**

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[www.globalrelay.com](http://www.globalrelay.com)

Founded in 1999, Global Relay offers cloud archiving, compliance, eDiscovery, surveillance, information governance, and messaging solutions with a focus on regulated industries, such as

finance, insurance, energy, and government. Global Relay is a private company with major offices in New York, Chicago, London, and Vancouver.

## **SOLUTIONS**

Global Relay offers AI-enabled archiving, information governance, messaging, and collaboration applications on a unified cloud platform. End users access applications through a web-based Portal, mobile apps, and desktop clients. All applications are designed to meet SEC, FINRA, CFTC, FCA, MiFID II, GDPR, HIPAA, and other industry and privacy regulations. Global Relay provides solutions in three key areas:

### CONNECT

- **Data Connectors** – capture and transform unstructured data into clean, discovery-ready feeds with intelligent conversation threading and complete metadata preservation. Global Relay offers connectors for email, IM, mobile messaging, collaboration, social media, voice, files, trade data, and web. Feeds are delivered to Global Relay Archive or a third-party system.
- **Identity & Access Management** – synchronizes employee information from corporate directories for data segregation, data classification, user management, and analytics.
- **Legacy Data Migration** – enables rapid extraction, import, and reconciliation of legacy data from on-premise cloud archiving systems into Global Relay Archive.

### COLLABORATE

- **Unified Communications** – is a secure communication and collaboration platform, offering built-in compliance through integration with Global Relay Archive. Through a single application, users can conveniently communicate internally and externally via IM, text messaging, voice calls, and mobile apps. By keeping personal and business communications completely separate, the platform assures BYOD users that only their business messages and calls are being preserved in Global Relay Archive.

## DISCOVER

- **Global Relay Archive** – is an AI-enabled archiving and information governance solution to enrich, store, manage, and discover data. Global Relay Archive supports 100+ data types, ranging widely from electronic communications and voice, to trade tickets and files. Data processing, data integrity, and lifecycle management tools preserve a ‘gold copy’ of all data in a secure cloud repository, which is instantly accessible employees.
- **Functions** – are ring-fenced workspaces and role-based tools that enable business teams and employees to search, retrieve, manage, and analyze data in Global Relay Archive. Flexible toolsets, on demand analytics and visualization, embedded AI models, and integrated messaging put tools and data into the hands of employees. Use cases include compliance supervision, eDiscovery, DLP, personal search, GDPR/privacy, and HR surveillance. Each team’s work product remains strictly confidential and visible only to its members.
- **AI Studio** – offers a secure, integrated environment to create, train, test, and deploy AI models for Global Relay Archive. Global Relay builds custom AI models as a professional service. Upcoming releases are planned to allow customer data scientists to access the AI Studio to build their own models with object-orientated GUI builders. Feedback loops allow retraining of models based on user input.

## **STRENGTHS**

- Global Relay Archive supports a very rich set of data types, including email, IM, collaboration, social media, text messaging, voice, files, and trade data. All data, including the original context, formatting, and metadata, is stored in a unified repository and is available for immediate access by any authorized function or user.
- Global Relay Archive’s NoSQL architecture can scale to support very large global organizations.
- Global Relay offers embedded AI/ML models and feature-rich compliance, supervision, and eDiscovery solutions for financial firms and organizations of all sizes. AI tools help streamline a wide range of compliance and eDiscovery workflows and further reduce false positives.

- Global Relay's Unified Communications solution provides a comprehensive set of messaging, collaboration, and compliance tools that can separate personal and business communications in BYOD environments.

## **WEAKNESSES**

- Global Relay is best known in the financial sector. However, the company is investing in expanding its presence in other sectors, such as insurance, government, and public companies.
- Global Relay does not offer on-premises or hybrid solutions. However, Global Relay Archive can capture data, normalize it, and route it to customer-provided destinations, such as an on-premises archive, or cloud data lake.
- Global Relay supports the archiving of certain files (e.g. SharePoint) only through custom SMTP deployments. The company is working to address this via its Open Connector Framework, which enables new data connectors to be easily developed.
- The majority of Global Relay's customer base is currently in North America and EMEA. However, Global Relay is investing to expand its presence in other regions.

## **TRAIL BLAZERS**

### **ARCHIVE360**

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Archive360 is a global software company delivering an intelligent information management and archiving platform for secure, compliant cloud data migration and management. Archive360 is privately held.

## SOLUTIONS

- **Archive2Azure** – is a cloud-native single software platform to migrate, onboard, secure, validate, classify, manage, search, analyze and dispose disparate data, which is stored in its native format. It allows organizations to manage content across several repositories including email, Office365, Teams, Slack, file systems, SharePoint, content services platforms, content collaboration platforms, social media, IM, video and audio, as well as structured data from Microsoft, Oracle, SAP, Salesforce, and others. Archive2Azure provides AI-powered predictive content classification, tagging, and supervision to meet complex data residency, eDiscovery, legal hold/case management and disposition requirements. File data can be identified, classified and collected by ingestion pipelines using Azure Cognitive Services and AI to OCR and convert speech-to-text for classification and full text indexing. The platform dynamically scales to meet specific cost / performance requirements and supports policy-driven tiered storage and WORM/SEC compliant immutable storage. Archive2Azure's APIs allow customers to investigate and analyze data by connecting with popular e-discovery/case management solutions (e.g. Relativity, Exterro), as well as data analytics packages (e.g. Microsoft Power BI, Splunk and Tableau).
- **FastCollect** – is a patented, cloud-based data migration platform to migrate data to the cloud, including from on-premises and cloud-based archives (with connectors for Veritas Enterprise Vault.cloud, McAfee MX Logic, Micro Focus Digital Safe, Mimecast, Smarsh, Global Relay, Proofpoint, and many others), PSTs, IBM NSF, legacy application data, journals, SharePoint, files and file systems.
- **Archive2Azure for Email Journaling** – supports onboarding legacy journal data and stream live journal data (extensive list of supported data types including from O365, public and business social media platforms) while keeping the journal contents completely intact with zero metadata loss or data conversion, for a legally defensible and secure journal. All content is captured, classified by metadata, message body, attachment and maintained in native format to ensure zero vendor lock-in and ability of customers to leverage additional applications in the cloud (AI, ML, analytics, etc.).
- **Archive2Azure for Supervisory Review and Surveillance** – offers FINRA/SEC role-based supervisory review with machine learning content/message sampling, customizable review workflows, escalations, and reporting. AI and ML-based dynamic data surveillance for HR, PI, IP and other sensitive data identification automatically scans content (including audio and

video) on ingestion and flags and manages the review of issues based on policies, keywords, NLP/topic models, and sentiment analysis. It also creates contextual relationships between disparate datasets.

- **Archive2Azure for Active Email User Archiving** – offers capture and indexing of Microsoft Exchange Server and Microsoft Office 365 data, plus other major email platforms. It offers direct end-user mailbox access as well as full search and eDiscovery directly from the Archive2Azure portal.
- **Archive2Azure for Microsoft Teams** – supports compliant capture and management of all Microsoft Teams data including: channels, communications in a private channel, direct messages, edits to messages and more. All Teams data can be searched and reviewed as fully threaded Teams messages and content within all chats.
- **Archive2Azure for SharePoint** – allows archiving of SharePoint data on-premises or online (Microsoft 365) as a one-time event, or on a policy-based schedule (site, file type, create/modification/access date, data usage and author) to ensure SharePoint data is automatically managed according to organizational policies. SharePoint Online Insights Reports provide a comprehensive analysis of content across multiple data points (size, type, usage, file content etc.). Retention schedules and legal holds are automatically inherited when SharePoint Online content is migrated and archived.
- **Archive2Azure for Salesforce** – offers archiving and management of all Salesforce data objects including all record input and changes, email (and attachments), chatter IM and other data for storage optimization, improved system performance, regulatory compliance requirements and timely eDiscovery responses.
- **Archive2Azure for File Systems** – offers archiving and ongoing information management for file system/share drive data generated from multiple applications. All file system data is stored in its native format for legal defensibility, chain of custody, and complete metadata retention.
- **Archive360 Cloud Security Gateway** – offers homomorphic encryption/secure multi-party computation implemented on-premises (before data is migrated/onboarded) and in the customer’s private cloud. It provides file and field-level (including metadata) encryption of PII and other sensitive data, data masking, anonymization, pseudo-anonymization, redaction

with role-based entitlements (RBAC) to control both access and decryption. Customers maintain management/ownership of encryption keys.

- **Archive360 for eDiscovery** – available to all Archive2Azure customers, supports archive-wide or specific searches, data culling, legal hold placement, early case assessment, review, analytics and production across all archived data/documents. Archive2Azure case management provides the ability to create/manage unlimited numbers of cases, define custodians, data ranges, classification tags and access/activity entitlements.
- **Archive360 Records Management** – offers management of records throughout their lifecycle based on an organization’s specific policies. AI/ML-based predictive (and trainable) classification and tagging of records can be based on user, group, date ranges, country or location, content, metadata, keywords or sensitive information. It supports granular retention/disposition, event-based retention, classification, storage management, user access and workflow policies. Ongoing defensible disposition including full pre-disposition reports, disposition approval workflows, and ad-hoc and scheduled disposition.

## STRENGTHS

- Archive360’s PaaS architecture enables customers to implement and manage the solution in their own cloud tenant, providing a number of key benefits including the ability to implement in an isolated environment, high levels of data security, as well as high scalability.
- Archive360 offers a Zero Trust security model which allows the solution to be implemented in isolated environments (enclaves), while customers can benefit from Archive360 on-premises Security Gateway to secure content with 256-bit encryption, masking or redacting sensitive data.
- Archive360 delivers an open platform, where all data and metadata are stored in application-native format, allowing customers to directly access, manage and control their data and extract it from the Archive360 archive with no fees, throttling, or conversions needed.

## **WEAKNESSES**

- Archive360's PaaS model, while highly flexible, may not be attractive to organizations wanting a standardized, turn key, "one size fits all" solution.
- Archive360 is currently localized only in English. Support for additional languages is on the vendor's roadmap.
- Archive 360 lacks support for archiving some popular instant messaging solutions such as WhatsApp, and WeChat.
- Archive360 offers limited website archiving capabilities.

## **SPECIALISTS**

### **OPENTEXT**

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OpenText, founded in 1991, offers information management and governance solutions globally in the cloud and its customer's data centers. OpenText is known for its content services products, including OpenText Documentum and OpenText Extended ECM, as well as analytics, eDiscovery, and archiving solutions. OpenText is a publicly-traded company.

### **SOLUTION**

OpenText information archiving solutions support archiving of business content including documents, files, structured application and transactional data to handle various archiving scenarios, including compliance, data consolidation, legacy application retirement, and customer communications archiving. OpenText offers high fidelity capture of complex data, intelligence-enhanced metadata, and integration with process and productivity applications. It also embeds

search and view functions within CRM, ERP, and HRM applications to help users maintain access to the data throughout its lifecycle. OpenText archiving solutions are available in various deployment models, including on-premises, private cloud, SaaS cloud, hybrid cloud, and support the ability to use extended cloud storage. The company has two primary approaches to information archiving; a general-purpose archive that addresses general data and content archiving, and a highly-integrated, SAP-focused solution.

The OpenText portfolio comprises the following information archiving solutions:

- **OpenText InfoArchive** – is a comprehensive, general-purpose archiving platform for cloud-based, on-premises, and hybrid archiving of enterprise information. It offers optimized tools for archiving structured and unstructured data together, preserving data context and fidelity, enhancing business-centric compliance, and simplify search and access to archived information. InfoArchive includes retention management, holds, masking, audit, and content encryption. InfoArchive offers data simplification, consolidation, and reference archiving through legacy system retirement/de-commissioning and active data archiving to reduce storage, application-load and backup costs. InfoArchive’s platform includes tools for supporting file analysis and policy-driven archiving, data security, transformation print streams for web-based presentment, and integration with line of business (e.g. CRM) solutions. InfoArchive is optimized for deployment in the cloud and available for deployment in customer data centers.
- **OpenText Core Archive for SAP Solutions**– is a secure, cloud-based archive for data originating in SAP, as well as archiving content from adjacent applications. The solution integrates SAP structured transaction and process data with related key business documents in a compliant archive. It provides retention management, holds, audit, and content encryption. Core Archive is part of the OpenText Cloud, a SaaS solution operated by OpenText. The solution is integrated with SAP ArchiveLink, SAP Information Lifecycle Management (ILM), and the open standard for Content Management Interoperability Services (CMIS).
- **OpenText Extended ECM** – provides a foundation of Enterprise Content Management (ECM), records management, archiving and integrations for capture. It includes extensive capture and archive integrations points for Microsoft Office 365 content originating in SharePoint, OneDrive, and Microsoft Teams. The solution can automatically apply or allow end-users to assign records management classifications driving retention and disposition. In

addition, ECM provides comprehensive search and litigation hold, along with a variety of different ways of using and accessing content within the archive. Extended ECM can also provide access to SAP archived content.

## **STRENGTHS**

- OpenText provides various deployment options, including on-premises, private cloud, SaaS cloud, and hybrid environments.
- OpenText provides a strong portfolio of Information Management solutions that tightly integrate with their information archiving solutions. It also offers transformation capabilities that enable its customers and partners to archive information from sources or use cases not generally available from other vendors.
- All OpenText solutions are built for compliance and fully support litigation and regulatory audits. InfoArchive offers regulatory compliance where accessibility and reporting across transactional and content records are required.
- OpenText archiving solutions offer out-of-the-box support for eDiscovery searches, including capabilities for indexing, legal hold, ESI preservation, chain of custody, production sets, audits and search technologies.
- OpenText archiving solutions provide the flexibility to archive and apply various retention or records management policies to a broad range of structured and unstructured content types. OpenText builds on a common storage architecture to provide a compliant repository for file content combined with structured data.

## **WEAKNESSES**

- While OpenText provides extensive support for archiving of Teams and SharePoint data, connectors for other IM/Chat platforms are not included. OpenText recommends using third-party social-media connectors for ingestion directly into the archives.
- OpenText only provides website archiving for its OpenText Web Experience Management (WEM) solution.

- OpenText provides mobile access to archived information through web interfaces and does not provide a pre-built, native mobile app for archive access.

## **JATHEON TECHNOLOGIES**

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Founded in 2004, Jatheon Technologies offers email, social media and mobile archiving solutions for compliance and eDiscovery with a strong focus on highly regulated industries such as government, finance, healthcare, education and legal. The company is privately held.

## **SOLUTIONS**

Jatheon offers on-premise, cloud-based, hybrid and virtual archiving solutions for capturing, indexing, long-term storage, management, retrieval and dynamic monitoring of corporate email and messaging data. The solutions are compatible with all major email platforms, such as Microsoft Exchange, Microsoft Office 365, Google Workspace, GroupWise, HCL Notes/Domino, and others.

- **Jatheon Archiving Suite** is an appliance-based product that can be deployed as an archiving appliance (i.e. on-premise archiving product plus software package), or as a virtual appliance deployed on premises or in the cloud. It consists of:
  - **Jatheon cCore** – an enterprise-grade, scalable and expandable archiving appliance. It offers data processing, secure, long-term archival and management capabilities suited to the needs of organizations of all sizes. It is email platform-agnostic, and includes sophisticated search capabilities, and a level of granularity suitable for eDiscovery.
  - **Jatheon Care** – is a comprehensive customer service and support package which includes: 24/7 in-house technical support and dynamic system monitoring; free hardware maintenance and software updates; free hardware refresh every 4 years; free legacy data import and migration; assistance with data backup, as well as training and technical documentation.

In addition, Jatheon offers the following add-ons for its on-premises setup:

- **Jatheon CTRL** – a social media, SMS, MMS, phone calls, video, voicemail and instant message archiving add-on that integrates with Jatheon’s email archiving software. It can archive content from major social media platforms (i.e. Facebook, Twitter, Instagram, Tumblr, Pinterest, Flickr, LinkedIn, YouTube, and Vimeo), instant messaging apps (i.e. WhatsApp), as well as mobile calls, text messages, MMS and voicemail.
- **Jatheon Cloud Backup** – data captured by Jatheon cCore can be mirrored to Jatheon’s Cloud Backup for additional safety and easier disaster recovery.
- **Jatheon Xpand** – Jatheon’s expansion units offer an easy and cost-effective way to add more storage without purchasing an entire new archiving appliance.
- **Jatheon DR** – A secondary disaster recovery appliance where data is replicated from the primary archive appliance for added security and data redundancy.
- **Jatheon Cloud** – is a cloud-based data archiving platform that is email platform agnostic and includes sophisticated search capabilities and a level of granularity suitable for eDiscovery. Social media archiving is available in Jatheon Cloud, with support for Facebook, Instagram and Twitter. LinkedIn archiving is in development. Jatheon Cloud can also archive Microsoft Teams, WhatsApp (including the capture of deleted messages) and text messages/phone calls/voicemail. An integrated redaction feature, allows users to remove personally identifiable information (PII), PHI and other sensitive and protected data prior to export for FOIA and eDiscovery requests.

Jatheon’s email archiving products come with the following key features:

- *Comprehensive Indexing and Archiving* – the ability to capture and archive legacy and current content together with metadata. Jatheon’s solutions index all content upon capture, which allows users to search using a wide range of criteria. Jatheon solutions offer support for various content types, including email, major social media platforms, mobile messages, phone calls, voicemail, WhatsApp and video.
- *Role-Based Access to Data* – Jatheon’s solutions allow the creation of custom user roles and associated permissions based on the organization’s unique needs. End user access to

their personal archive enables employees to easily access, search, organize, manage and export specific messages as needed.

- *Comprehensive Search* – is available via a secure web-based interface, mobile app or through an integrated Microsoft Outlook Plugin. Jatheon offers Simple Search, for everyday queries, and Advanced Search, with full Boolean support, wildcard, proximity and fuzzy searches and the ability to search through attachments.
- *Compliance Features* – compliance with a variety of government, state and industry regulations and bodies that regulate electronic data retention and privacy in the US, Canada, Australia and Europe, including FRCP, FINRA, SEC, SOX, GLBA, HIPAA, FERPA, NARA, FOIA (and State Sunshine Laws), GDPR, CCPA, FIPPA and others. Custom retention policies as well as automatic deletion of records can be applied.
- *eDiscovery Features* – such as advanced search, legal hold, audit trail, customizable policies, saved searches and other features which allow organizations to produce evidence for litigation quickly and efficiently. Redaction of personally identifiable information is also supported.
- *Support for Multiple Formats* – Jatheon supports import, export and backup to Portable Document File (PDF), Personal Storage Table (PST), MIME RFC 822 (EML) and Notes Storage Facility (NSF) formats. Social media records can be exported to HTML.
- *Outlook Plugin* – supports access and search of archived data directly from Outlook and is available on both Jatheon Archiving Suite and Jatheon Cloud.
- *Mobile App* – through Jatheon Archive mobile app, users can access and search the archive from mobile devices (both Android and iOS).
- *MSP Portal (cloud)* – within Jatheon Cloud, Jatheon provides managed services providers with a platform to manage their own clients.
- *Self-Healing Storage Technology (on-premise)* – prevents damage caused by deterioration of magnetic disks and contains bit rot proof for long-term data protection.

- *Storage Optimization Features* – Include deduplication, single-instance storage (of attachments) and compression to reduce information footprint and increase data efficiency.

## **STRENGTHS**

- Jatheon's solutions are fully platform-agnostic, compatible with all major email clients and provide archiving support for a broad range of messaging and social media content.
- Jatheon's on-premises solutions offer enhanced security with expandable, enterprise-grade hardware on all appliance models.
- Jatheon solutions are easy to deploy and manage, and offer predictable pricing designed to appeal to organizations of all sizes across all industries.
- Jatheon offers all-in-one solutions that can retain various types of unstructured data (e.g. email, social media, IM, and mobile), which is then searchable from a single screen.
- Jatheon can import data from legacy systems in PST and EML formats, and export to PST, EML and PDF.

## **WEAKNESSES**

- Jatheon archiving capabilities for instant messaging and social media, are currently lagging somewhat behind those of other vendors. Jatheon is working to address this as part of their near term roadmap.
- Jatheon does not currently archive Microsoft SharePoint content.
- Website archiving is only supported through a partnership.
- Jatheon on-premise solution is localized only in English, the cloud solution is localized in English and German.
- While Jatheon offers both on-premise and cloud solutions, the feature set of the cloud offering is significantly more feature rich than that of the on-premise solution.

## MICRO FOCUS

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Micro Focus offers a broad portfolio of enterprise software solutions which address complex customer requirements. In late 2021, Micro Focus announced the sale of its Digital Safe Archiving and Risk Management portfolio to Smarsh, Inc. Micro Focus is publicly traded on the London Stock Exchange and the New York Stock Exchange.

## SOLUTION

Micro Focus offers **Retain Unified Archiving**, which provides unified archiving of all business communications including capturing and monitoring of all email and mobile communication: SMS, MMS, Voice Calls, WhatsApp, and WeChat, in addition to iOS, Android and BlackBerry devices. It archives all encrypted SMS/Text messages and other data for iOS and Android. It is available as a cloud service or as an on-premises solution. The solution supports compliance, case assessment, search and eDiscovery use cases. Retain provides retention policies at the point of archiving and offers easy installation and administration. Data collected from multiple sources can be viewed and searched in the archive via a single interface in a unified format. Retain does not integrate with records management or ECM systems; however, it does offer a REST API, which can be used for integration with external systems and solutions. Retain offers the following capabilities:

- *Policy Management* – All Retain policies are audited for security purposes, and comprehensive audit logs are kept for all actions in the archive. Retention policies are fully customizable and automated, allowing organizations to define the message retention length and type of message to be archived.
- *Compliance* – Retain's WORM compliance is supported through proprietary third party storage providers such as EMC, Hitachi and HPE, and through iTernity iCAS support. Data in flight can be encrypted via SSL, while message body data supports AES-256 encryption. Metadata is encrypted in the database management system (DBMS).

- *eDiscovery* – Retain offers integrated eDiscovery which facilitates searching across content types, including outside the archive. Organizations can place litigation holds, print, forward, save, redact, strikeout and export message data. Retain exports data to PST, PDF or stand-alone archive viewer formats. The exported file is fully indexed, searchable, and includes a table of contents for quick browsing.
- *Access* – Retain’s end-user-directed archiving is achieved by either an email to a specific folder (or set of folders) or by assigning a category to relevant messages. It also offers plug-ins for GroupWise and Outlook, a web based interface, an offline viewer, and a mobile app for archive access.
- *Reporting* – Retain's Reporting and Monitoring module provides reporting for auditing, archive job status, archive storage status, index status, general server statistics and more.

Micro Focus supports organizations who need to comply with a wide range of regulatory requirements, such as SEC, FINRA, Dodd-Frank, MiFID II, GDPR, HIPPA, FTC, and FDA – offering the ability to address these needs with “a single pane of glass.”

## **STRENGTHS**

- Retain supports a very broad set of enterprise content sources, including email, IM, voice recordings, images, files, mobile and more.
- Retain supports a broad range of email platforms, which include: Microsoft Exchange, Microsoft Office 365, Google G Suite, and others.
- Retain’s administrative and compliance interface is easy to use for administrators, human resources, legal personnel, auditors, compliance personnel and other named users.
- Retain Archiving and Oversight allow organizations to capture archive and monitor mobile communication: SMS, MMS, Voice Calls, WhatsApp, and WeChat, while maintaining oversight and auditing trails.
- Retain’s built in eDiscovery tools and mobile app allow organizations to easily place litigation holds, print, forward, save, redact, strike-out, and export message data.

## WEAKNESSES

- Retain's archiving is limited to messaging, attachments, and mobile communication, but does not support file archiving.
- Retain does not offer a native DLP solution.
- In early 2022, Micro Focus completed the sale of its Digital Safe business to Smarsh, at the time of this writing it is too early to assess what impact this will have on Micro Focus's overall archiving and compliance market direction.

## MICROSOFT

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Microsoft delivers products and services to businesses and consumers that include solutions for office productivity, messaging, collaboration, and more.

## SOLUTION

Microsoft offers native archiving functionality: on-premises, through deployments of Microsoft Exchange Server (i.e. 2010 SP2 or later, 2013, 2016, 2019); cloud-based, through select Microsoft Office 365 plans; or as a stand-alone cloud solution, called Exchange Online Archiving, for cloud or on-premises customers. All Microsoft archiving solutions meet SEC Rule 17a-4 requirements.

**Microsoft Exchange Server** and **Microsoft Office 365** – offer native archiving and compliance features, also referred to as In-Place Archiving, which include:

- *Personal Archive* – the Personal Archive feature is a specialized mailbox that integrates with a user's primary mailbox. Users can access the Personal Archive through Microsoft Outlook or Outlook on the web. Email messages can be archived manually or automatically based on policies created by administrators. Office 365 offers unlimited archiving (also called auto-

expanding archiving) where when a user's initial storage quota is reached Office 365 automatically increases the size of the archive, without the need for user or administrator intervention.

- *Retention Policies* – retention policies can be defined to dispose of email messages after a defined period of time. Microsoft Exchange Server utilizes retention tags to classify each email message. This process is fully automated. Data retention policies can apply to the entire organization, specific locations or users. When content is subject to a retention policy, users can continue to edit and work with the content because it is retained in place. If users edit or delete content that is subject to a retention policy, a copy is retained to a secure location while the policy is in effect. In addition, in order to comply with regulations such as SEC Rule 17a-4, which require that after a retention policy is turned on it cannot be turned off or made less restrictive, Microsoft supports Preservation Lock which means that after a policy is locked no one, not even administrators can change or turn it off.
- *Multi-mailbox Search* – enables searches across a broad range of mailbox items, including: mail, attachments, calendar appointments, tasks, and contacts. Multi-mailbox can search simultaneously across mailboxes, Personal Archives, and recovered items from the web-based console. In Office 365 a Content Search tool is provided through the Security & Compliance Center which allows to quickly find email in Exchange mailboxes, documents in SharePoint and OneDrive, and conversations in Teams.
- *In-Place Hold and Litigation Hold* – In-Place Hold allows users to search and preserve messages matching specified query parameters. Litigation Hold preserves all mailbox content. Both protect messages from deletion, modification, and tampering. Messages can be preserved indefinitely, or for a specified time period. Administrators can place specific mailboxes on litigation hold during a pending or ongoing legal investigation. The Litigation Hold process is transparent to end users.
- *Importing Historical Data* – historical email data from PSTs can be imported directly into Microsoft Exchange Server.
- *In-Place Discovery* – enables authorized users to perform federated searches across Microsoft SharePoint and SharePoint Online websites, documents, file shares indexed by Microsoft SharePoint, mailbox content in Microsoft Exchange Server, and archived Teams content. Office 365 provides eDiscovery tools in the Security & Compliance Center.

Organizations can set up eDiscovery cases to control who can create, access and manage eDiscovery cases. The Content Search tool can be used to search locations on hold for content that might respond to cases, as well as export and download results for further investigation by external reviewers. Organizations with the Office 365 E5 subscription can also prepare search results for analysis in Advanced eDiscovery, which supports text analytics, machine learning and predictive coding to process vast quantities of data to identify items that are relevant to a specific case.

- *Archiving third-party data* – Office 365 supports the import and archiving of third-party data from social media platforms (e.g. LinkedIn, Facebook, Twitter, Yammer, and others), Instant Messaging (e.g. Cisco Jabber, and others), document collaboration (e.g. Box, DropBox, and others), SMS/text messaging, and vertical industry applications (e.g. Salesforce Chatter, Thomson Reuters, Bloomberg, and others). Customers, however, must work with Microsoft partners to deploy and configure connectors that will extract items from the third-party data source and import into Office 365.

Microsoft also offers **Exchange Online Archiving**, which provides the option of cloud-based archiving for customers that have deployed Microsoft Exchange Server on-premises (i.e. Exchange Server 2019, 2016, 2013, and 2010 SP2), or as an add-on to certain Exchange Online or Microsoft365 plans. Microsoft Exchange Online Archive includes:

- *Retention Policies* – email messages can be automatically moved to the personal archive in a specified number of days and deleted after another span of days.
- *In-Place Hold* and *Litigation Hold* – enables users to delete and edit mailbox items (including email messages, appointments, and tasks) from both their primary mailboxes and archives, while the items are still captured by the hold thus preserving immutability. Administrators can setup legal holds on individual users or across an organization.
- *In-Place eDiscovery* – Exchange Online Archiving supports In-Place eDiscovery to allow searching the contents of mailboxes in an organization. Administrators or authorized Discovery managers can search a variety of mailbox items, including email messages, attachments, calendar appointments, tasks, and contacts. In-Place eDiscovery can search simultaneously across primary mailboxes and archives.

- *Instant Messaging Archiving* – Microsoft Exchange Online Archive can archive Teams content. IM conversations can be stored in a user’s mailbox and then sent to their personal archive.
- *Access to the Service* – users and administrators can access Microsoft Exchange Online Archiving from the Microsoft Outlook email client, or online through Outlook on the web.
- *Customization* – Microsoft Exchange Online Archiving comes with a number of customized reports to establish an audit trail of any inquiry.
- *Auto-expanding archiving* – delivers unlimited archiving, by automatically adding storage capacity when the user’s initial storage quota is reached.

## **STRENGTHS**

- Archiving comes as a native feature of Microsoft Exchange Server and Microsoft Office 365, which helps streamline integration between the archiving platform, archive content, and user access.
- Microsoft Office 365 offers a consistent set of native information archiving, search and eDiscovery capabilities across email, SharePoint, OneDrive, and Teams, which is a valuable investment for organizations vested in these technologies.
- Microsoft archiving is available as an on-premises solution, cloud service, or a hybrid solution (for instance customers of on-premises Exchange can deploy Microsoft Online Archiving for cloud based archiving).
- Microsoft’s on-premises Exchange Server archiving and cloud-based Microsoft Online Archiving, both support archival of Microsoft SharePoint and Teams content.
- Tight integration between In-Place Holds and In-Place Discovery features allows users to simultaneously search and place holds on content within the same interface and query.
- For basic eDiscovery, Microsoft’s legal hold feature prevents data from being deleted or edited during an internal or external investigation. Customers with the Office 365 E5 subscription, can also leverage Advanced eDiscovery, which uses machine learning and

predictive coding, to help process vast quantities of data relevant to a specific case.

## **WEAKNESSES**

- For on-premises deployments, Microsoft Exchange Server does not offer single instance storage (i.e. de-duplication), instead it keeps multiple copies of email messages and attachments. This requires an increase in storage capacity and can affect Microsoft Exchange Server's backup and restore capabilities.
- Microsoft archiving is highly Microsoft-centric and does not provide support for non-Microsoft email platforms.
- Microsoft supports archiving of third-party content data in Office 365, however, this is not available through native connectors, but rather it must be handled through third-party integrations performed by Microsoft partners.
- Microsoft archiving allows archived data to be accessed by IT administrators, however, support for end user access to their personal content archive is available only through each separate application (e.g. Outlook and Outlook on the web for email content).
- Customers we spoke to as part of this research, often indicated that while they value Microsoft's native archiving and retention capabilities as a good starting point for their information retention strategies, they typically also deploy additional archiving solutions from best-of-breed vendors.

## **GOOGLE**

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Founded in 1998, Google offers solutions for businesses and consumers. The Google Cloud portfolio of products, services and tools is aimed at the needs of enterprise

customers. It comprises the Google Cloud Platform which spans storage, infrastructure, networking, data, analytics and app development, machine learning tools and APIs as well as Google Workspace email, collaboration and productivity tools.

## **SOLUTION**

Google Workspace includes **Google Vault**, its own web-based retention management, information governance, and eDiscovery solution. Vault works natively within Workspace and is built on the same infrastructure.

Currently, Vault supports search, export, retention and legal holds for Gmail, chats in Google Chat and Google Meet, Google Drive (including shared drives), Google Voice (both standard and premier), Jamboard and Google Groups.

Key features of Google Vault include:

- *Retention Management* – Vault provides a single interface where email Drive content, Chats, Meet video files, Q&A and polls, group conversation, Voice mails and logs are managed in-place. This includes email messages in Google Groups as well as files in Drive (including shared drives). Audit trails provide reports on user activity and actions in Vault. Businesses can define retention policies for email, documents and other supported content.
- *eDiscovery* – search tools enable the finding and retrieval of all email, chat messages, and Google Drive files relevant to a particular case or investigation. Vault includes Google search algorithms for domain wide searches across large amounts of email and files. Search queries can be defined and saved for future use by authorized users. Messages and documents can be exported for further review and processing. Legal holds can be placed on users to prevent the deletion of email, documents and other content. Vault also supports API access for ease of integration with third-party eDiscovery products.
- *Security* – security features of Vault include access controls, encrypted connection to Google's servers, and built-in disaster recovery.

## **STRENGTHS**

- Google Vault provides a familiar interface for Google Workspace users, and is easily

deployed and managed in conjunction with Workspace services.

- Google Vault administrators can apply retention and preservation policies to Gmail, Drive, Chat, Meet, Groups and Voice content. Indefinite retention periods are also supported within Google Vault. Vault Administrators can also place user accounts on hold, preserving all Gmail, Drive, Chat, Meet, Groups and Voice data that they own or have direct access to.
- Google Vault provides search and export functionality for email, chats, and documents. Search results can be exported and provided to a third-party.
- Vault offers manage-in-place capabilities by applying retention policies directly to Google Workspace data, without the need to move, export, or create a copy of data in a separate location.
- As part of the Google Workspace platform, the Google Vault interface is localized in various languages, and Vault supports content from many more languages.
- A number of third party eDiscovery and Archiving vendors have integrated their solutions directly with Google Workspace and Google Vault to enable deeper eDiscovery and archiving capabilities that some organizations can use.

## **WEAKNESSES**

- Google Vault does not currently integrate with all Google Workspace services. However, Google is working to address this in future releases.
- While Google Vault offers eDiscovery capabilities, these are fairly basic at this time and are mostly meant to complement third party eDiscovery solutions.
- Google Vault is aimed at Workspace customers. Organizations with more heterogeneous mail or information content environments will need to invest in a complementary archiving solution or look elsewhere for their archiving needs.
- Google Vault is available only as a cloud service. Customers interested in on-premises or hybrid deployments for archiving will need to consider alternative vendors.

## **BARRACUDA NETWORKS**

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Barracuda Networks, founded in 2003, provides security, archiving and storage solutions. Barracuda Networks is a privately held company, owned by equity firm Thoma Bravo.

### **SOLUTIONS**

Barracuda offers the following archiving solutions:

- **Barracuda Message Archiver** – is an appliance-based archiving solution for email and other message content. It is available as an on-premises appliance or a virtual appliance, and can be deployed in private or public clouds, including Amazon AWS.
- **Barracuda Cloud Archiving Service** – is a SaaS solution which uses the Barracuda Cloud to deliver a cloud based archiving service. It is hosted and managed by Barracuda in their own datacenters, and does not require additional on-premises customer hardware or software. The service is also a central component of the **Barracuda Essentials** suite of cloud services, which is aimed at organizations moving to cloud based solutions, such as Microsoft Office 365 and Google Workspace.
- **Sonian View** – is an email archiving solution for legal, regulatory and continuity purposes and for gaining organizational insights. Customers can archive and search their email, including more than 500 attachment types, as well as Microsoft Teams messages. Sonian offers unlimited storage at low and predictable costs. Sonian’s archive is offered in cloud ecosystems (e.g. AWS, Azure, IBM SoftLayer, and more). Sonian is aimed mainly at the MSP reseller market.

Barracuda archiving solutions provide the following key features:

- *Comprehensive Archiving* – allows both current and historical email data to be captured and archived, with support for non-email content enabling customers to also archive messages, appointments, contacts, notes, tasks and IM conversations.

- *Archive Access* – an Outlook Plug-in provides fully integrated access to archived data from the desktop alongside email, and data can be cached to provide ongoing access when offline. A dedicated web client interface is available for anytime/anywhere mobile access to archived data.
- *Archive Management* – role-based administration provides user-level access controls, with configurable granular permissions provided for managing auditor access to data. Direct integration with LDAP/AD provides easy end-user access with minimum configuration. Sonian users can also be configured with Microsoft Single Sign-On. Violations of message policies are reported to auditors, and the Message Archiver also provides comprehensive real-time reports and statistics on data volume, traffic, and storage utilization.
- *Compliance* – SMTP Journal Capture ensures an accurate and unmodified copy of every email sent or received, including details of all recipients. Email is captured without opportunity for amendment or deletion. Granular data retention policies can be customized to meet complex regulatory or business requirements, and a comprehensive audit trail ensures that a full record of all system activities can be provided to demonstrate compliance.
- *eDiscovery* – multilevel full text searches can be conducted on all message content and attachments as well as message header fields, tags and metadata fields. Search criteria can be saved for future use, and search results can be tagged for future identification, or placed on legal hold if needed. Relevant data can be exported as needed for further processing.
- *Storage Management (Barracuda Message Archiver)* – uses message stubbing to remove archived content from Exchange whilst retaining full access for the end user. Messages and attachments are de-duplicated using Barracuda’s single-instance storage technology, and then compressed to maximize archive storage efficiency.
- *PST Management* – Barracuda PST Enterprise is available as an option, and provides an advanced capability for IT Administrators to discover and manage PST files throughout their organization.
- *Data preservation* – Data in Barracuda’s cloud is encrypted both in transit and at rest using AES 256 cypher-strength encryption. This provides a persistent, immutable record of discussions, documents and data.

- *Communications Insights* – Sonian’s cloud archive features an analytics dashboard, which proactively delivers security insights, analyzing data in email communications and attachments. It highlights unusual activity, and flags messages which may present a risk of security breaches, intellectual property loss or compliance violations.

## **STRENGTHS**

- Barracuda products offer simple per-user or per-appliance pricing and no additional charges.
- The Barracuda Cloud Archiving Service integrates with Microsoft Office 365, Microsoft Exchange, Google Workspace, and other email services to provide a complete cloud-based archive with no additional customer hardware or software required.
- The Barracuda Message Archiver can mirror data to the Barracuda Cloud Archiving Service for secure longer-term retention and storage, or to facilitate disaster recovery.
- Barracuda provides multiple user interface options, including companion applications for Window and macOS, an Outlook add-in, and a web interface.
- Sonian offers strong analytics capabilities which help extract knowledge and insights from archived communications data to help IT and legal users, proactively achieve risk mitigation through the enforcement of data governance, compliance and corporate policies.
- Sonian has a well-established MSP partner reseller ecosystem that delivers its solutions to end customers.

## **WEAKNESSES**

- Barracuda offers limited archiving support for enterprise social media services, Microsoft SharePoint, Slack, or website content.
- Archiving of instant messaging is limited to Skype for Business conversation imports.
- Sonian currently offers access to content from browsers, or through Office 365/Outlook. However, access through iOS and Android mobile apps has been discontinued.

- Sonian is currently localized only in English, however, localization in other languages is under development.

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**<http://www.radicati.com>**

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Title	To Be Released	Price*
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