



## [MailSafe's Compliance Module](#)

### Take the complication out of e-mail Compliance with [MailSafe](#)

Techne-Comm's [MailSafe](#) product is the first software indexing and archiving application to fully integrate into MS Outlook. MailS@fe enables users to index and archive emails to a central SQL server database providing quick and easy access to emails for team based users in projects, groups and departments as well as providing major savings in PST and Exchange file storage.

Techne-Comm has now added a compliance module to [MailSafe](#) which builds on the structure and principles already successfully used in [MailSafe](#), and uses the same SQL database as the indexing module. [MailSafe](#) compliance module enables you to put a tick alongside the question 'Are you e-mail compliant?' so you needn't worry about it ever again.

- [MailSafe's](#) Compliance module 100% guarantees to capture and archive to a SQL database all internal and external e-mails that have been either sent or received.
- All captured e-mails are encrypted and compressed so that they cannot be altered or changed.
- All searching, finding and viewing is based on Active Directory or Group/User rights. All searching and viewing is done from within Outlook with the matching e-mails being displayed in their original e-mail format. There is no need to go to another application or web browser.
- Complies with regulatory requirements such as Sarbanes-Oxley etc and is easy to Audit
- Does not impact on the normal day to day use of Outlook
- Major savings on PST file size and quota storage limits.
- Fast easy access to e-mails with powerful searching facilities.
- Compliance does not have to be expensive to be effective

## Brief Overview of the [MailSafe](#) Compliance Module

The [MailSafe](#) Compliance module will automatically capture all internal and external e-mails received or sent by an organisation via Exchange Server 5.5, 2000, 2003, 100% guaranteed. E-mails are captured in 'real time' before they get to the recipients' mailbox or immediately after they have been sent. The e-mail, together with any attachments, is encrypted and compressed so that it cannot be altered or changed and also is very efficient regarding storage space. Integrity and accuracy is guaranteed.

The encrypted and compressed e-mail is stored in a data folder. The SQL database will contain the e-mail header information e.g. From, To, CC, BCC, Date, Time, Subject, Message Data as well as all OCR'ed data together with a pointer to location of the encrypted e-mail in the data folder. The actual e-mail and attachment is stored outside of the SQL database so that many millions of e-mails can be satisfactorily handled in this way. Backup and restore facilities are much better with SQL than with Exchange and even if your Exchange server crashes you can still access your e-mails via [MailSafe's](#) compliance module.

All the above activity is transparent to the Outlook Mailbox User and the way in which they operate however [MailSafe](#) compliance offers many savings and benefits to an organisation.

1. At the simplest level users can continue using Outlook as they do now, but there is the added security that all e-mails, sent or received are archived to a SQL database. Access to the Compliance Archive can be limited to a limited number of persons e.g. Systems Administrators, IT Director, M.D. etc
2. [MailSafe](#) and its Compliance module run as an add-in to Outlook. Powerful, fast searches can be made for any e-mail and matching e-mails are then viewed in their original format together with attachments. Searches can be made of the header information described above together with text and phrase searches. Viewing permissions are granted based on Active Directory Groups or alternatively Users and Groups together with their rights can be independently set up within [MailSafe](#).

So any user with the right permissions can search for any e-mail or group of e-mails in the Compliance Archive and view them in Outlook.

3. No e-mail is ever lost or mislaid and cannot be altered or changed. A single instance of each e-mail is kept and if a user edits or changes an e-mail within their Outlook Mailbox then this is not reflected in the Compliance modules archived e-mail. Only when an edited or altered e-mail is sent internally or externally does it become a new instance and therefore archived to the Compliance module as a new e-mail. The original e-mail remains unchanged.

4. Unlike other Compliance software no e-mail user can be excluded from having their e-mails captured and archived. All e-mails are archived in the Compliance module and once archived they cannot be changed.
5. Complies with Sarbanes-Oxley (SOX) and many other regulatory requirements. In reality the same archiving requirements apply to e-mails as they do to paper based documents. Some paper documents can be kept for 3 years and others up to 20 years. All documents or e-mails must be found and made available within a reasonable time period if requested. Failure to produce these requested e-mails or documents will make the company directors liable and not the company itself. Punishment could be imprisonment.

In the process of discovery, all e-mail servers and e-mails can be confiscated leaving the organisation without any e-mailing capability. With SOX there is the added requirement that Compliance is auditable. With [MailSafe's](#) Compliance module all e-mails and attachments can be searched for, found and viewed very quickly. For auditing purposes searched for and viewed e-mails can be retrieved to a separate user account for the auditors or saved to a separate folder for separate investigation. The original e-mail and attachment will still remain in the Compliance Archive. Auditors can be set up with limited rights of access or they can have virtually the same rights as a Systems Administrator with regard to searching and viewing.

6. [MailSafe's](#) Compliance Module will run with multiple SQL databases, so that if required it will search all databases without having to connect to each one separately.
7. You can restore a single as well as a group of e-mails from [MailSafe](#) to the user's Outlook Mailbox using 'drag and drop' or Copy. For example if a single e-mail or group of e-mails have been deleted from the Outlook Mailbox on purpose or in error then they can be easily restored from the Compliance archive if the user has rights to access them.
8. [MailSafe's](#) Compliance module uses the journaling feature in Exchange. Password access to the Journaling account is set up within the Compliance module so that it remains secure.
9. Comprehensive security and activity logs are maintained within [MailSafe](#). Security breaches such as someone changing the password to access the Journaling account then the Systems Administrator is notified. After an Exchange failure, e-mail activity will only be restored after the Systems Administrator has corrected the fault or failure. This means that no e-mails can be sent or received during a 'time window' when the Compliance module was not working.

10. By their very nature BCC e-mails might be difficult to search for and view. [MailSafe](#) Compliance provides a facility to search for the occurrence of all BCC e-mails within a range e.g. date range.
11. It is important to recognise that [MailSafe](#) has an indexing facility whereby up to six user defined index fields can be used to 'tag' or index e-mails e.g. index by Account Number, Region, Customer Name, Contract Number etc. Having captured all e-mails in the Compliance modules SQL database then it is a simple matter to add the index field data to the selected e-mails that the user wants to tag or index. Indexed e-mails can be searched and retrieved by group members thus making e-mails available to all members in a group instead of only being viewable locally.
12. Where an e-mail has a number of CC recipients then each recipient has the ability to index the e-mail in the manner that best suits their purposes e.g. Sales Department may want to index the same e-mail in a different way to Manufacturing Department. No duplication of indexing of the same e-mail is allowed.
13. Indexed e-mails can be deleted from PST files thus saving quota space. Another major facility for space saving is the ability within [MailSafe](#) to sweep up old e-mails greater than 'n' months old and delete them from the users PST files. If the user wants a particular e-mail or group of e-mails that have been deleted they can still gain access to them via the Compliance module and download them if required.

[MailSafe](#) has been designed and developed by Techne-Comm Ltd.



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