

CA Message Manager

THE PROACTIVE MANAGEMENT OF EMAIL AND INSTANT MESSAGES IS INTEGRAL TO THE OVERALL STRATEGY OF INFORMATION GOVERNANCE. THERE ARE MANY COMPLEX CHALLENGES SUCH AS MEETING COMPLIANCE AND BUSINESS OBLIGATIONS, HELPING ENSURE EDISCOVERY PREPAREDNESS AND ENABLING APPROPRIATE END USER ACCESS AND INCREASED PRODUCTIVITY. IN RESPONSE, CA MESSAGE MANAGER PROVIDES INDUSTRY-LEADING MAILBOX MANAGEMENT, EDISCOVERY AND SUPERVISION WITH RAPID SEARCH, RETRIEVAL, REVIEW, PRODUCTION, MANAGEMENT AND DOCUMENT PROTECTION CAPABILITIES. ROBUST AUTOMATION AND EMAIL STORAGE MANAGEMENT ENABLES YOU TO ARCHIVE, MANAGE AND TRACK EMAIL WHILE REDUCING RISK, DECREASING USER DEPENDENCY AND REINING IN GROWING TERABYTES OF DATA CREATED BY YOUR MOST COMMON AND HIGHEST RISK COMMUNICATION METHOD.

Overview

Email has quickly become the most widely used and least managed corporate asset — the volume of which is growing almost as fast as our dependency on this key communication tool. The predominant use of email in lawsuits, along with stricter compliance requirements, is forcing organizations to view email management as a critical part of a sound Information Governance strategy. CA Message Manager offers the industry's leading solution for capturing and managing all inbound, outbound and internal email according to corporate and regulatory requirements.

Benefits

CA offers the most comprehensive email management solution in the industry integrating discovery, supervision, archiving and records management for leading messaging systems. With CA Message Manager, you can reduce the risk of non-compliance and the total cost of discovery with automated capture, declaration, analytics and supervision. CA Message Manager facilitates Information Governance for proactive compliance, helps ensure eDiscovery preparedness and enables the cost-effective management of your messaging environment for maximum efficiency and productivity.

CA Advantage

CA Message Manager is part of the CA Information Governance solution which helps you reduce risk by proactively protecting and managing your information assets to meet compliance obligations and prepare you for the reactive processes of audit and discovery. The solution includes life cycle services and education to ensure alignment between IT and business goals, decrease time to value, improve staff productivity and maximize the return on your software investment — thus leveraging your IT infrastructure not replacing it.

Cost-Effectively Manage and Secure Your Email System for Overall Business Value

End users across an enterprise send and receive an average of 84 emails, or 10 MB, each day according to a leading analyst. This constant flow of email makes personal mailbox management difficult at best and puts pressure on storage and/or archival capabilities. If not managed properly, burgeoning email stores can increase your risk of non-compliance and restrict your ability to meet unexpected eDiscovery demands.

In most organizations, the approach to email management consists of an “official” yet loosely enforced mailbox quota that begins working when volumes rise. Users respond by archiving emails locally or deleting them altogether which only solves the email overload issue temporarily. Also, because this process occurs outside established information governance policies and procedures, you increase your risk of losing vital corporate records and knowledge via deletion or data corruption. Consequently, relying on an informal, unstructured email management process lacks the adequate controls required to respond effectively to discovery and audit requests. Failure to respond to these requests can often result in high fines and damaged reputation from judgments because evidence has been destroyed, altered or mutilated due to a lack of appropriate controls.

With CA Message Manager, you can bring email management into your overall Information Governance strategy and give stakeholders — business users, IT, legal, compliance staff and executives — a reliable process for accessing and securing email as the corporate knowledge asset it is. Users can retain a small email stub in their inbox which is linked to the original and is safely and securely archived and managed according to established retention and Information Governance policies. This enables a proactive approach to not only email management, but to compliance, governance and litigation preparedness.

A solid email management strategy enables you to effectively address eDiscovery readiness by proactively identifying the tools and systems to facilitate data collection with minimal disruption to business processes. You can adhere to the recently updated Federal Rules of Civil Procedure for eDiscovery by meeting the underlying requirements of Information Governance that ease the burden of email review, production and application of legal holds. CA Message Manager enables you to implement a repeatable process for complying with discovery obligations that includes steps for identifying what is relevant, then preserving, collecting, searching, reviewing and producing it in specific cases.

CA Message Manager provides the enterprise-level answer to archiving, records management, storage management, electronic discovery, compliance and supervision needs for all email, attachments, instant messages and file systems to facilitate Information Governance best practices, reduce costs and facilitate business agility.

Key Capabilities

CA Message Manager captures email and instant messages and ingests files while allowing you to intelligently index the content and manage its retention period. A comprehensive solution, CA Message Manager offers three modules to serve your needs in discovery, supervision, and mailbox management and provides the following distinctive features and functionalities:

- **INTEGRATED RECORDS MANAGEMENT** CA Message Manager enables proactive risk management for continuous compliance with integrated records management. U.S. DoD 5015.2 certified, this integration allows email to be classified and managed as a corporate record to prepare you for audits and eDiscovery events long before they occur.
- **DISCOVERY AND LITIGATION SUPPORT** CA Message Manager provides legal teams the power to investigate the message and content archives by creating a workflow solution around the eDiscovery process. You can remove the dependency on IT to locate and retrieve email from a backup server, and let legal search, preserve, retrieve, refine and analyze content through full-text searching and filtering. The CA Message Manager discovery workflow enables legal departments to refine their response to civil, criminal and regulatory requests from their own computer, at their own desk, without IT involvement, thus minimizing costs. This means you can produce everything legally required — no more, no less — and help to produce successful litigation and regulatory outcomes, all from one central location. In addition to high-volume printing, results can be exported to multiple formats, such as PDF, .PST or MSG files.
- **SUPERVISION AND REVIEW** CA Message Manager helps you achieve compliance by providing the industry's leading solution for surveillance and supervision of inbound, outbound and internal email messages, as well as instant messages and attachments. With CA Message Manager you can meet stringent requirements set forth by regulations and legislation such as SEC 17A-4, NASD 3010 and 3110, NYSE Rule 342 and Sarbanes-Oxley, as well as corporate policies such as the appropriate use of language implemented by some Human Resource departments. Our unique pre-delivery quarantine, review, monitoring and policy creation accompany sophisticated natural language processing technology with an open lexicon system to facilitate corporate governance, compliance and the mitigation of risk.
- **MAILBOX MANAGEMENT** Resolve the conflict between end users who want complete access to all of their messages and IT administrators who want to reduce the storage footprint on mail servers to increase performance and availability of these valuable resources. Messages are automatically archived and stubbed based on a robust policy manager. Legacy archive files such as .PSTs and .NSF can be quickly and easily migrated into the archive and made accessible for end user searching. This feature is available with a browser-based UI or integrated with Microsoft Exchange, Lotus Notes and Novell GroupWise.
- **SCALABLE** To handle enterprise-level message management, scalability must be a central focus. CA Message Manager can process millions of messages and archive hundreds of gigabytes per day in a high-availability, high-performance fashion. With a history of implementations using rigorous industry-leading practices regarding scalability, fault tolerance, resiliency and business continuity, CA Message Manager can be deployed to help you meet any message volume requirements while providing reserve for future growth.
- **FLEXIBLE** CA Message Manager automatically archives email, instant messages and files based on flexible policies and advanced indexing capabilities. Many content sets are supported, including the following:
 - Microsoft Exchange
 - Microsoft SharePoint
 - Lotus Notes

- Novell GroupWise
- Sendmail
- Scalix
- Bloomberg
- Other popular email services
- Email attachments
- All leading consumer and corporate IM

Storage Device Support

CA Message Manager employs an open storage API that supports a wide range of storage devices including those with Write Once Read Many (WORM) capabilities such as HDS HCAP, EMC Centera CE, NetApp SnapLock and Permabit Permeon.

Supported Environments

- Windows 2003 Server
- SQL Server 2005
- Microsoft Exchange Server 2000, 2003 and 2007
- Lotus Notes/Domino R5, R6, R6.5 and R7
- Novell GroupWise v6.5.3, v6.5.4, v6.5.5, or v7.0
- Simple Mail Transmission Protocol (SMTP)
- Internet Information Services (IIS) 6 and 7
- .Net 2.0

CA Message Manager Modules

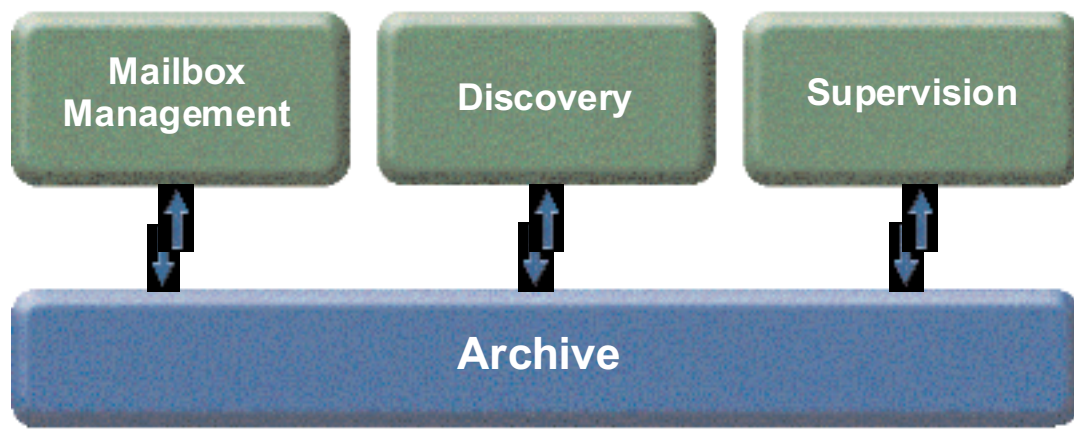
CA Message Manager provides a comprehensive solution for all users and departments and can be deployed on site or in an outsourced (hosted) manner. It includes the following modules, each with unique capabilities to address your most demanding email management challenges:

- **CA Message Manager Discovery** With CA Message Manager Discovery, you can perform discovery and investigational tasks of your mail archive. Efficient and high-volume searching and document production capabilities make retrieving, reviewing and exporting archived messages easy and user-friendly.
- **CA Message Manager Supervision** An intelligent content inspection and management platform, CA Message Manager Supervision helps you meet a wide range of regulatory challenges and adhere to internal corporate policies.
- **CA Message Manager Mailbox Management** Offers mailbox owners access to and management of their email while reducing the storage burden on the enterprise mail system. Provides policy-based management of email and mitigates the risk of losing critical business information caused by corruption of local archive files or legal or compliance exposure from copies kept on the local system.

FIGURE A

CA Message Manager provides a comprehensive archiving solution to manage an organization's email.

CA MESSAGE MANAGER ARCHITECTURE



Information Life Cycle Management beyond Email and Instant Messaging

Protecting your most important corporate assets is a daunting challenge, which is why it is often postponed or overlooked. Managing enterprise email systems, while also meeting compliance requirements and enabling discovery, can be overwhelming and costly for many organizations. Regarding how companies must adhere to the newly updated Federal Rules of Civil Procedure, Judge Lee Rosenthal, Chair of the Civil Rules Advisory Committee, stated at Compliance Week 2007, "The new rules require increased planning, increased preparation and increased management at a level of detail that is much greater than was true for conventional discovery." In addition, Judge Rosenthal asserted that organizations should have written, carefully thought out data retention and destruction policies and procedures to meet the new guidelines.

CA offers you a way to address these challenges by cost-effectively managing and securing your email messaging system as a vital part of your overall business processes. A few of the ways CA Message Manager can assist you in gaining control of your email information are as follows:

- Complete solution support for all major email solutions including Microsoft Exchange, Lotus Notes and Novell GroupWise
- Support of mixed email environments, providing investment protection and management flexibility
- Integrated records management for proactive management of email against your corporate retention plan
- Advanced discovery for litigation support and analysis which enables you to protect your business and quickly respond to legal challenges
- Industry-leading email monitoring and supervision so that you can track and manage email use
- Improved manageability of messaging applications which enables more efficient backup and restore operations for higher availability and user access to email systems
- A distributed architecture that is fully scalable, providing unlimited growth

CA Advantage

CA Message Manager plays an integral role in your overall Information Governance strategy with a suite of robust modules to help ensure you remain compliant with changing regulations and corporate policies. This solution helps you reduce user dependency on IT for search, retrieval and production of evidence while enabling seamless access to corporate information. In addition to helping you reduce risk by performing proactive continuous compliance through the protection of information assets, CA professional services addresses assessment, implementation and optimization to maximize the value of your CA Message Manager investment.

These capabilities are also part of the larger CA Enterprise IT Management (EITM) vision which helps customers unify and simplify the management of today's complex IT environments for greater business results. With CA, customers can proactively manage risk for continuous compliance by protecting information assets from the threat of unauthorized access, loss or destruction.

Some of the Ways We Can Assist Your Organization

- **Life Cycle Assessment** helps you define the right strategy to complement your infrastructure and existing processes while meeting the needs of your business requirements and governance demands.
- **Solution Implementation Assistance** offers a phased approach that reduces risk, speeds deployment and lowers staff learning curves. The result is ease-of-implementation with alignment of the solution to your particular requirements.
- **System Healthchecks** identify and evaluate use, design and performance of your CA solution to determine the best fit to your infrastructure for peak performance. Periodic healthchecks help ensure your software performance is meeting your business objectives while allowing for growth.
- **Best Practices Assessments** review current business policies to streamline processes and improve efficiency and productivity. Thoroughly reviewing your solution-related procedures, policies and retention schedules helps ensure processes align with existing and new procedures. In addition, end user awareness education can be provided to ensure consistency with today's best practices.
- **CA Technology Services™** and our partners can help you assess your current IT situation, define your goals and implement solutions to gain measurable results. To keep your CA solutions operating at peak performance, CA delivers unparalleled technical and customer support worldwide, and we offer training and certification through CA education.

Next Steps

If you are experiencing the email management challenges outlined in this brief and would like to implement CA Message Manager in your organization, contact us to learn more about how you can achieve these objectives and more:

- Provide litigation support and facilitate repeatable processes
- Be prepared to conduct enterprise-wide search and discovery should the need arise
- Reduce dependency on IT to search, retrieve and produce evidence
- Minimize disruption to IT and business process within the organization
- Ensure compliance with dynamic regulations and corporate governance guidelines
- Conduct intelligent email surveillance and monitoring
- Provide seamless access to vital corporate information and knowledge assets
- Increase user satisfaction and independence when accessing archived email
- Minimize mass storage requirements and enforce a solid, enterprise-wide retention policy
- Save more time and money for a greater competitive edge

For more information on how CA can help you increase effectiveness and efficiency in your organization visit ca.com/products.