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OpenText Retain Unified Archiving

OpenText Retain Unified Archiving provides unified archiving of all business communication, including email and mobile communication data, for case assessment, search, and e-discovery. It can be deployed on-premises or in the cloud.

Archive your organization's email and mobile device data

OpenText Retain Unified Archiving captures business communication from the following platforms, all archived into one unified data archive:

- Email
- OpenText GroupWise
- Microsoft Exchange
- Microsoft Office 365
- Gmail
- Bloomberg Professional
- Mobile

OpenText™ Retain Unified Archiving is accessible by end users and administrators directly through its Web Access Archive Viewer. This enables your organization to quickly access, search, and audit archived communication data. Easily place litigation holds, print, forward, save, redact, and export your message data.

Environment options

Multi-platform unified archiving: All messaging data, including email and mobile, is archived into one unified data archive, giving you the ability to search, publish, and perform e-discovery from one central location.

Mixed-environment unified archiving: Establish simultaneous support of a mixed messaging platform environment. View your Microsoft Exchange, Office 365, Gmail, Bloomberg, OpenText GroupWise, and mobile data from one central archive.

Platform migration: Easily migrate email systems by archiving all your current messaging data in OpenText Retain Unified Archiving, implementing a new messaging system (such as Office 365), and then connecting the archive to it. There is no need to worry about lost data. If you ever decide to move back to your legacy system, you can do so easily and seamlessly.

Flexible archive access: The solution's archive can be browsed and searched directly from multiple access points, including the email client, the mobile app, the browser-based web access client, and the Offline Archive Viewer.

Message deletion: The solution includes message deletion policies to reduce storage space and server load on your Exchange, Office 365, or OpenText GroupWise system. Policies can be set to delete email from the server after being archived or after exceeding its retention age.

Supported platforms: Supports Exchange; Office 365, Gmail with G Suite Basic, Business, Enterprise, and Education; Bloomberg Professional; and OpenText GroupWise.

Policy-based unified archiving: Fully configurable policies allow you to define specific email and mobile data you want to archive based on mailbox type, message source, item type, message status, the age of the message, and attachments. You can also filter by folder and attachment type.

Mobile communication management: OpenText Retain Mobile Archiving delivers secure, encrypted messaging and archiving for iOS, Android, and BlackBerry devices. It archives all encrypted SMS (text) messages and dedicated business phone number electronic communication data for iOS and Android via the secure communications server. Archive SMS, MMS, and phone call logs for Android and BBM, as well as PIN, SMS, MMS, and phone call logs for BlackBerry devices. There is no need to tether or sync the device, and archiving is done in real time. OpenText Retain Mobile Archiving is the only enterprise-ready archiving solution for iOS, Android, and BlackBerry devices.

Platform-agnostic archive: Archive messaging data in a platform agnostic format. No matter what email system you are running, even mixed environments, OpenText Retain Unified Archiving will support it.

Email plugin: Archived messages can be accessed and searched directly from within Outlook, Web Access, and OpenText GroupWise. Cache archived data based on specified criteria for offline access.

Single sign-on: Implement single sign-on for users to access their archives whether using Outlook, Web Access, or OpenText GroupWise.

On-premises or cloud unified archive: Archived data can be stored on-premises behind your organizational firewall or in the cloud.

SMTP and Secure FTP forwarding: SMTP and Secure FTP forwarding of all messages is available based on your needs.
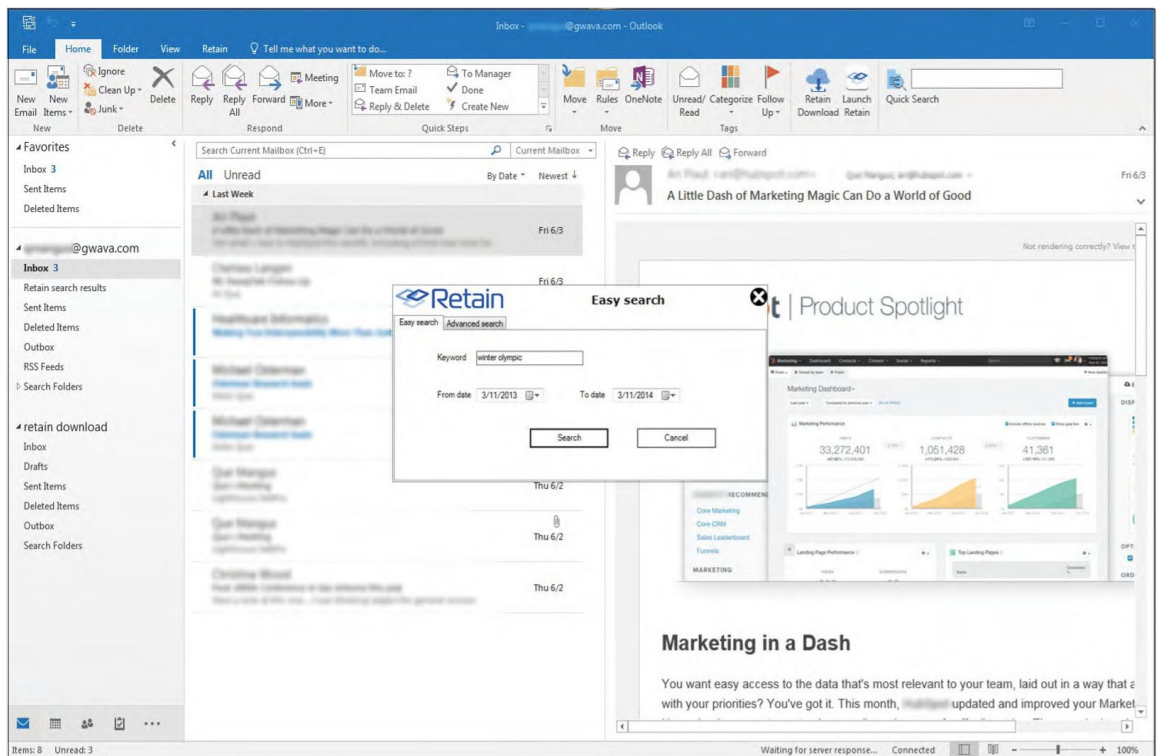
e-Discovery, access, browse, search, and export

Built-in e-discovery: Built-in e-discovery tools allow organizations to easily place litigation holds, print, forward, save, redact, strikeout, and export message data.

Web access archive viewer: Only OpenText Retain Unified Archiving offers an easy-to-use, browser-based interface to access, browse, and search the archive.

Complete export functionality: Easily export data into PST, PDF, or standalone archive viewer formats. The exported file is fully indexed, searchable, and includes a table of contents for quick browsing.

Compliance and control: OpenText GroupWise, Gmail, Exchange, and Office 365 lack critical capabilities that can put your organization at risk for data loss and compliance violations. The standard archiving functionality of these systems is not enough for the enterprise. OpenText Retain Unified Archiving solves this problem by disabling auto-purge, supporting SmartPurge, allowing for archive policy control, supporting export to PDF, allowing archived messages to be restored to the inbox, allowing for redaction on exported messages, and prohibiting message alteration or deletion. These features help ensure your data archive is complete and compliant.

Built-in search and browsing of archived data: The solution features a "Google"-like search tool for quick and easy searches across all data within the central archive. This removes the need to search multiple archives or systems for each message type. The search tool returns instant results as a user types in information and includes suggestions for searches as the search terms are entered into the system (including subject, body, text, email address, tags, users, and other fields). The tool also supports limited REGEX terms, allowing searches for items such as social security numbers, credit cards, and others. The search tool removes duplicate records from the search, reducing the number of hits for a specific search. Advanced Search Feature technology is also available to search and take action and conduct e-discovery activities across connected data-sets not held within the archive repository. The search wizard allows for the creation of exact search criteria.

Rule-based tagging: Messages can be automatically marked as confidential or tagged while being archived according to set criteria, including regular expressions.

Smart tagging: Create custom tags for messages within the archive. These tags are searchable for easier e-discovery.

Redaction control: Exported data can be redacted, ensuring that personal information or other redacted items do not become part of the open records request.

Litigation hold: To protect email that may potentially be involved in future litigation, archived items can be flagged to protect them from deletion or actions until the hold is removed.

Audit trail: The solution creates a searchable audit trail of all administrators and users who have permission to search the archive, enabling you to have a record of all activity.

Fast and easy retrieval: The solution includes a built-in Lucene indexing engine or, for larger deployments, the Retain High Performance Indexing Engine.

Confidential tagging: Named users can mark archived messages as confidential. Confidential messages can only be viewed or searched by users with granted rights.

Configurable permissions: Grant users, administrators, or others access to the features and functionality of the system via the Access Control List, based on the roles you set.

End-user mailbox management: Give end users the ability to search, forward, print, restore, access, and view messages in their original context without administrator support.
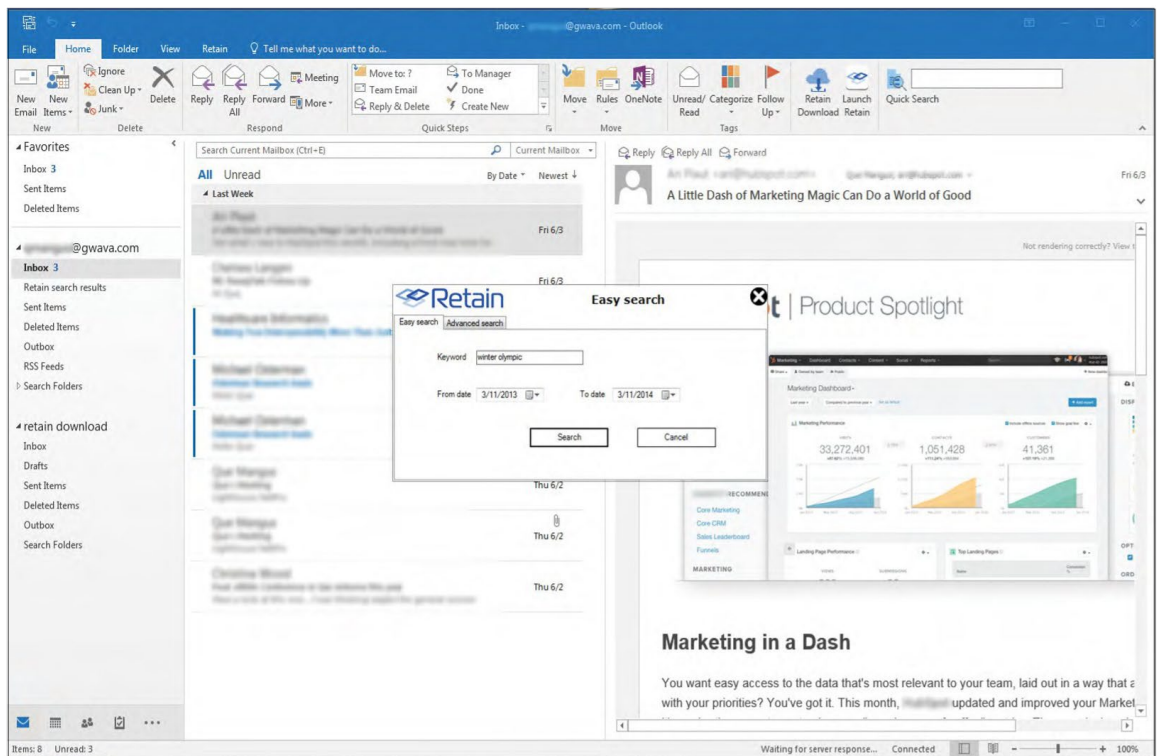
Storage and reporting

Secure storage: Archive messaging data with multiple layers of security, whether the solution is deployed on-premises or in the cloud. It supports multiple databases, including MS SQL, MySQL, Postgres, and Oracle. Messages can be securely archived using AES encryption, EMC Centera, or NetApp Snaplock storage. Windows server or Linux server encrypted partitions can also be used. When deployed in the cloud, the archive features redundant and secure data centers to protect your data.

Single-instance storage: OpenText Retain Unified Archiving archives only one copy of a message and attachment. This is critical functionality because Exchange and Office 365 do not support single-instance storage, thus driving up your storage costs exponentially.

Third party API: Allows for third-party external integration. Information can be ingested into the archive while maintaining data fidelity.

Increased system performance: Retain ensures optimal performance by securely archiving messaging data. This keeps storage on the messaging server to a minimum.

System statistics and reporting: Reports can be viewed within a dashboard, emailed periodically, or generated and saved in multiple formats including CSV, Excel, HTML, and PDF.

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