

CASESTUDY

# US Department of State

Bureau of Public Affairs (Department of State)

E-Mail Archiving with **PAM for EXCHANGE**  
Professional Archive Manager for Exchange

„**PAM for EXCHANGE** does not need to use the Journaling mailbox on the MS Exchange server, allowing the archiving process to be selective and all-inclusive if necessary. It is very important for security reasons that only staff with the authorized rights can access the archive.“

Larry Lambert, Network Administrator,  
U.S. Department of State - Bureau of Public Affairs

H&S 

## PAM for EXCHANGE: Compliant and Economical Email Archiving

**The email archive engine that guarantees fast return on investment.  
Compatible with MS Exchange Server 2000/2003/2007.**

**PAM for EXCHANGE** offers tamper-proof, long-term storage of emails with easy retrieval capabilities and full-text searching. Unlike traditional storage methods, it is interactive, enabling users to access and retrieve archived email messages at any time, immediately and transparently. **PAM for EXCHANGE** pulls an email from the MS-Exchange Store and leaves behind a link in the same spot. This link is also registered in a relational database (ORACLE or MS-SQL Server) and serves as a reference to the new actual storage location. The email itself is compressed and stored on the designated storage media, which in turn saves additional storage space.

**Emails are instantly reduced to 2-5 kilobytes.**

## U.S. Department of State - Bureau of Public Affairs

The Bureau of Public Affairs (PA) is an important part of the Department of State with their objective being to disseminate information on U.S. foreign policy and the State Department to American citizens. The Bureau uses email and other forms of communication to connect policymakers, international bodies and citizens. Their responsibilities include:

Providing press briefings.

Developing strategic plans to further the department Policies.

Answering queries by email, phone or letter from the public concerning foreign affairs.

Arranging local, national and international meetings and speeches to support US foreign policy.

The transactions carried out by the Bureau rely upon fast and dependable communication systems which of significant consequence. The data management technologies in place require smooth interoperability, stable performances and inventive functionality.

Internal security measures must adequately guard the IT infrastructure and prevent any leaked data, message or even email subject. Government systems must remain protected from threats that could cause disruptions to the Department's relationships and reputation.

### Project Overview

Organization:	U.S. Department of State - Bureau of Public Affairs
Industry:	U.S. Federal Government
Challenge:	Archive all existing PST's and maintain manageable mailbox sizes.
Solution:	An email archiving solution that does not require the use of the Journaling mailbox and could remain transparent to the end user.

## The Challenge

Government agencies have high industry standards in terms of IT and especially software installations. The Department's existing security benchmarks made selecting an email archiving solution even harder. It meant the suitable software must be a reliable, secure and scalable product.

The primary technical problem facing the Bureau was managing the ever growing number of PST files being stored on the system. Archiving is a great tool for removing unwanted data from an increasing store.

Secondly, the Bureau required a solution that could archive without the need for the MS Exchange Journal mailbox. Very few products offer an alternative to the more common journal mailbox archiving but in many cases journaling is an unnecessary archiving technique.

The final test was to ensure the implementation and entire archiving process had as little impact on the end users as possible. A user transparent interface was a must.

These difficulties led the Bureau to find an accurate, secure and relevant archiving platform to continue secure communication with the Department, other US governmental agencies, private businesses, international government agencies and the public.

## The Solution

**PAM for EXCHANGE**  
(PST Importer, user transparency, no journal mailbox)

**PAM for EXCHANGE** was chosen as the email archiving solution for some important reasons: firstly to gather and import all PST files onto storage media, to enhance the MS Exchange environment by not using the journal mailbox, and to be completely user transparent and to extend the departments email system functionality.

**PAM for EXCHANGE** balances innovative archiving features with practical storage measures to improve the MS Exchange environment. The PST gatherer and archive importer is one example of a tried and tested aspect of the software which manages this area of the data management process.

On the other hand, the direct archiving feature is unique to **PAM for EXCHANGE** and is a cutting edge archiving technology. The tool allows the archiving process to occur instantaneously as soon as the message hits the MS Exchange server.

Archiving via the journal mailbox is unnecessary as the system performance and efficiency is considerably effected.

As part of the Bureau's risk management strategy, **PAM for EXCHANGE** disaster recovery management was incorporated into the IT contingency plan. Developing and maintaining business continuity and especially email continuity is of vital importance to the Bureau and Department.

The following bullets describe how email archiving enhanced the MS Exchange environment and extended the email management functionality:

### Enhancing the MS Exchange environment:

- PST gatherer and importer of PST files on the system. All excess PST's were eliminated.

- Maintain IT security standards.

- "It is very important for security reasons that only staff with the authorized rights can access the archive."

- Nothing was installed on the MS Exchange servers.

- The archive is fully indexed and easily searchable.

- Every mailbox had size limits removed and still the average mailbox size is just 100MB.

- The capabilities and combinations of archiving jobs allowed administrators flexible archiving strategies.

### Extended archiving features:

- The archiving interface is literally invisible to the end user. Client Add-In is optional and only installed for a small number of super users.

- The solution does not need to use the journaling mailbox; thus giving archiving the option to be selective as well as all-inclusive.

- Multi faceted email archiving software controlled and managed using an integrated HSM Archive Engine.



[www.hs-soft.com/email-archiving](http://www.hs-soft.com/email-archiving)

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