

Pay-as-you-go
ILM Service



Information Lifecycle Management

Pay-as-you-go email & file system data archiving for business



Take control of your data – don't let it control you

Electronic data, especially email, is now growing in volume at the uncontrollable rate of over 100% per year.

Compounding this problem is the fact that 70% of data is stale or inactive within 30 days of creation, yet businesses cannot merely delete data and must often retain it for legal or audit purposes.

This problem results in the never-ending growth in disk systems to store the data, waste of IT resources, unnecessary expenditure and significant challenges of managing critical Exchange email servers and related data backups.

As a result, many businesses will almost certainly be exposed to risks resulting from inefficient or ineffective management of their corporate data, particularly:

Fraud and theft through misuse or deletion of data

Inability to find data to resolve commercial or HR disputes

Retrieval of data for auditing and regulatory requirements

InTechnology, Symantec™ and Network Appliance™ have combined forces to simplify the concept of ILM and enable businesses to deploy effective ILM solutions that address real business IT issues such as:

Spiralling Exchange email data volumes

Storage of stale or inactive Windows file system and email data

Retention of records for regulatory purposes

Reliable backup and protection of business critical data

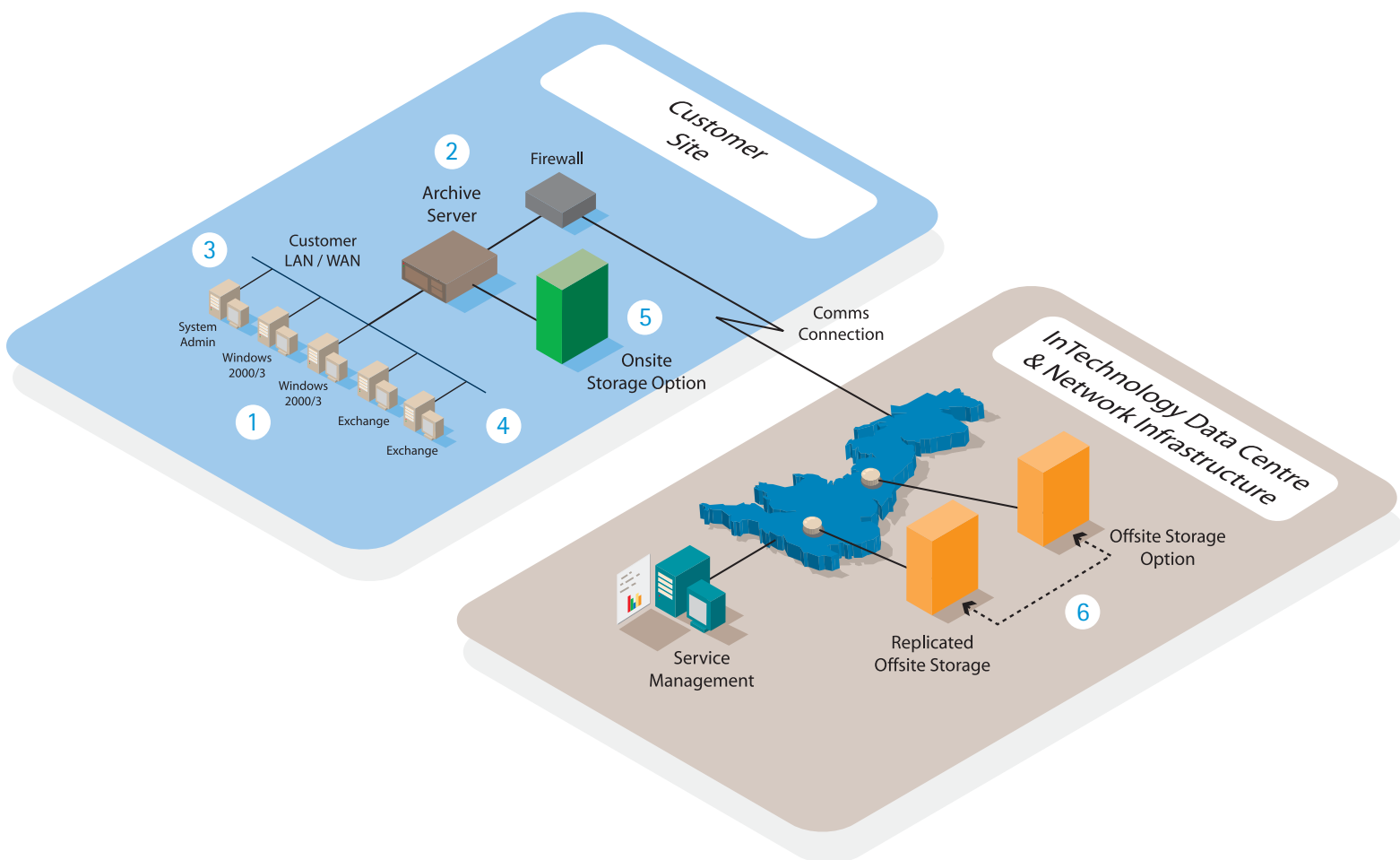
Our **pay-as-you-go** service is the solution to Exchange and Windows file system management issues. Based on the industry leading Symantec Enterprise Vault™ archiving software and InTechnology's expertise in delivering storage management and data protection solutions, you can rest assured your data is safe and secure.

InTechnology, Symantec and Network Appliance – delivering the UK's 1st pay-as-you-go ILM service.

- ▲ Implement an ILM strategy quickly and cost effectively.
- ▲ Dramatically improve the reliability of email services by eliminating PST files and Exchange server management issues.
- ▲ Reduce backup window and improve restore times if critical data is lost.
- ▲ Create a framework for corporate governance and compliance.
- ▲ Save money, valuable resources and reduce exposure to serious business risks.

How the InTechnology ILM service works

- 1 Our experienced consultants work with the customer to understand their ILM business objectives, perform data analysis to determine current data profiles and to define the initial ILM policies for the service.
 - 2 The ILM archive server is installed and configured on the customers' network by experienced consultants in conjunction with customer personnel.
 - 3 The management console is installed on one or more customer administrator workstations and used to define archiving policies, schedules and management reporting.
 - 4 Optional file archiving agents installed on customers' Windows file servers for transparent user recovery of archived file data.
- Storage Options**
- 5 Customer provisioned storage pool can be configured with the ILM archive server for local storage of archived data.
 - 6 InTechnology provisioned offsite storage pool can be configured with the ILM archive server with fully automated data replication between two InTechnology data centres.



I understood immediately that the security and integrity of the data was paramount and also that the solution could be scaled up without difficulty.
Anthony Billingy, National IT Manager, King Sturge.

Solving real business issues

Given the rate of data growth along with the increasing importance of this business information, a cost effective service based on the industry leading software, delivers significant business benefits.

Issue

Growing data volumes on Exchange servers are creating stability and availability issues.

Mailbox quotas and personal mail files (PST) are no longer a viable method of Exchange data management.

Retrieving old emails or files is time-consuming, costly and in some cases impossible to do.

Duplicate files and attachments are wasting valuable storage resources.

Corporate governance & compliance regulations require emails and files to be stored where they can be found and retrieved.

Feature

Old emails in Exchange and PST files are seamlessly archived and removed from the primary storage.

Ability to define archive policies based on age, usage and volume of emails.

High speed search, view and retrieval of data from the vault by the user.

Single-instancing ensures only a single copy of attachments and files are stored.

Data is archived, indexed and centrally stored. A high speed search tool allows for easy discovery and retrieval.

Benefit

Improved Exchange server performance, with reduced backup & restore windows.

A viable long-term policy based email data management strategy is achieved, reducing online storage and centralising all email data.

Faster recovery of old emails and files on demand reduces administration costs and improves SLA's.

Reduced storage capacity requirements saves cost and improves backup times.

All emails and files are retained and recoverable to comply with regulation.

*...ity of our data would be protected with InTechnology
...culty to include our growing requirements.*



Service Options

The service is available on a modular basis with options to address your specific requirements.

Service Options

Standard Exchange Archiving

Advanced Exchange Archiving

Compliance Exchange Archiving

Windows File Archiving

Service Functions

- Archiving of aged emails and attachments from Exchange user mailboxes.
- Import of locally archived emails and attachments from local mail archive files (PST's) into a central archive and removal of PST files.
- Explorer interface for users to browse their archive content.

Standard Exchange Archiving features PLUS:

- Archiving of aged emails and attachments from Exchange public folders.
- Offline copy of archive content for mobile users disconnected from the network.

Option for Standard or Advanced Exchange Archiving:

- Journaling of all inbound and outbound emails and attachments to address business and regulatory compliance requirements.

Option for Standard or Advanced Exchange Archiving:

- Archiving of Windows file system data based on policies such as location, type and age of data.

These options will be charged on a £/user/month basis for the Exchange features and a £/GB/month basis for the file archiving function.

Storage Options

In addition to the above service options, you can select from the following archive storage options to store and manage the archived content.

Storage Options

Offsite Storage Utility

Onsite Storage

Remote Automated Backup

Storage Option Functions

- Dedicated network attached storage in an InTechnology data centre accessed via a secure VPN connection.
- Replicated copy of archived storage in a second geographically diverse InTechnology data centre to provide for disaster recovery in the event of a data centre outage.
- Customer or InTechnology provisioned storage directly attached to archive server on customer premises.
- Automated remote data backup service.

Service Delivery

This service is based on InTechnology's best practice service delivery model including:

Highly skilled solution architects.

Proven implementation and delivery track record

24/7 operational support for managed systems.

Robust high bandwidth network architecture.

Multiple data centre locations with fully redundant infrastructure.

Unifying IT infrastructure

InTechnology plc is a 22-year-old AIM-listed public company, with an annual turnover approaching €1/2 billion, employing 500 people in France, Germany, Italy, Netherlands, Portugal, Spain, Switzerland, Belgium and headquartered in the UK.

InTechnology provides innovative IT infrastructure solutions, products and services to business, through a network of value-added resellers, systems integrators and consultants.

The company's offering unifies all areas of IT infrastructure to help organisations:

- **Store** data in the face of exponential growth in data volumes
- **Manage** data for optimum business efficiency and reduced operational cost
- **Protect** data against ever-increasing threats, from malicious attacks to data loss
- **Network** data to capitalise on network-computing opportunities
- **Liberate** corporate data to maximise its value for the organisation

More details about InTechnology (LSE, AIM: ITO) are available at www.intechnology.co.uk



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InTechnology
Managed Services