

**AXS-One White Paper**

# **AXS-LINK FOR .PST MANAGEMENT™**

The .PST File Issue





## THE PST FILE ISSUE

Microsoft Exchange users create personal folder files (.PST files) for different reasons:

- to circumvent corporate mailbox quota limits
- to keep backup copies of their e-mail
- to segment personal and business communications
- to facilitate offline local search and data mining.

## Get Control of Your .PST Files

- Reduce storage costs with Single Instance Storage
- Mitigate corporate risk by eliminating 'rogue', unmanaged corporate records
- Store .PST data in a central archive
- Search and retrieve .PST data in-context with other corporate records

Corporate IT policies often encourage the creation of these files. Whether sanctioned or not, .PST files residing in shared file systems can account for up to 40% of a company's high cost near line storage.

Unmanaged and uncontrolled .PST files scattered through the enterprise expose a company to liability during litigation discovery requests and heighten the risk for potential loss and/or theft of intellectual property.

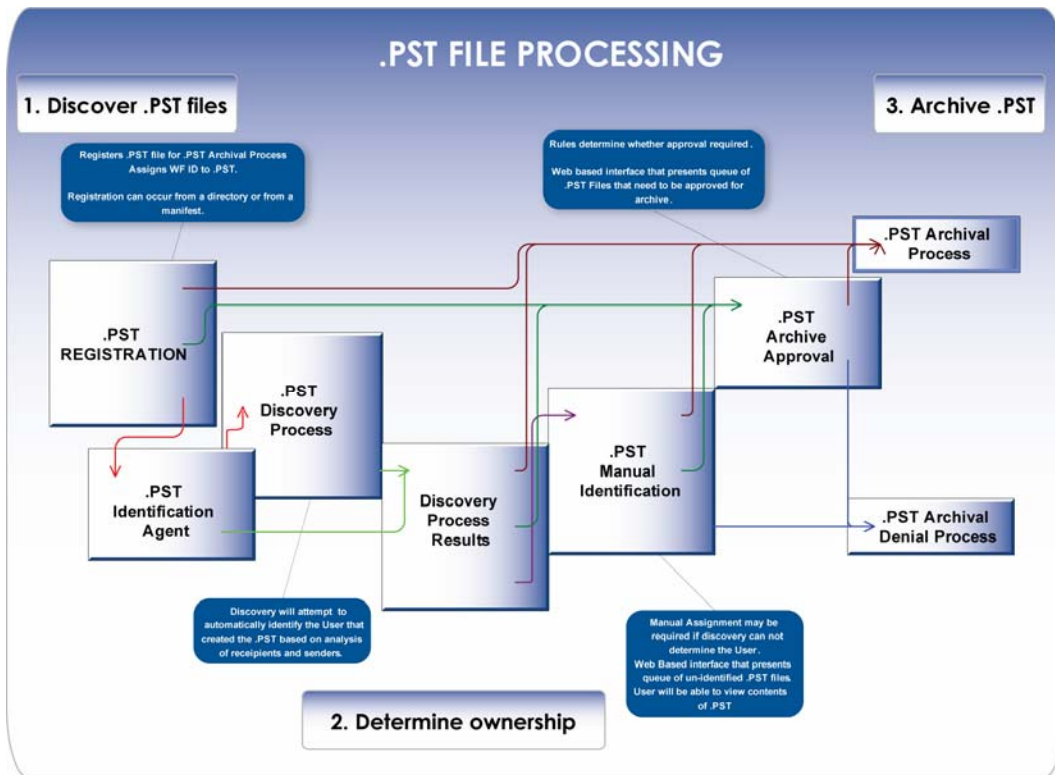
A process to eliminate rogue .PST files and ensure that corporate records currently hidden in private information stores are managed according to corporate policies is therefore required, in order to mitigate risk and liability as well as address storage costs.

## AXS-ONE .PST FILE MANAGEMENT STRATEGY

Unlike ad-hoc scripts common in other .PST management solutions, AXS-One leverages workflow to create a repeatable, tunable and auditable process. High-performance parallel processing and a scalable architecture enable terabytes of legacy .PSTs to be discovered, ownership determined, ingested and managed rapidly, eliminating the need for time-consuming, inaccurate manual processing.

The workflow for ingestion within the AXS-One platform can be summarized as follows:

- Discover legacy .PST files
- Determine ownership
- Crawl and ingest .PST files into the archive
- Index the messages and attachments
- Apply Single Instance Storage to eliminate duplicates
- Optionally delete the .PST file after archiving



## DISCOVER LEGACY .PST FILES

The AXS-One .PST File Management™ tool finds and identifies .PST files, regardless of location, even if the extension or names of the files have been intentionally changed. This is achieved by interrogating meta-data during the discovery (crawling) process.

## DETERMINE OWNERSHIP

AXS-One recognizes the file owner either directly using a Windows Registry look-up, or indirectly by intelligently examining the .PST file. Unresolved file ownership is quickly managed through exception file processing via automated workflow.

## CRAWL AND INGEST .PST FILES INTO THE ARCHIVE

During the discovery process, a crawler extracts the content of .PST files to the AXS-One archive through a scheduled task defined within the integrated workflow server.

## INDEX THE MESSAGES AND ATTACHMENTS

Full text indexes are generated for messages and their attachments retrieved from .PST files, enabling them to be accurately searched and retrieved from the AXS-One archive.

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## SINGLE INSTANCE STORAGE

Duplicate message and attachments are recognized during the archive process and only single instances of these messages and attachments are stored, effectively reducing storage volumes.

## FLEXIBLE WORKFLOW-BASED PROCESS

AXS-One .PST File Management includes a configurable migration tool to help administrators define a .PST migration policy. Scheduled tasks are defined within the integrated workflow server.

Audit logs provide a full process-chain-of-custody and account for all ingested e-mail and attachments as part of the workflow server processes. The audit logs are themselves archived on a daily basis to reconcile system events.

Potential problems with application security and inherited authentication privileges can be mitigated through policy controls and monitored with alerts and user notifications.

The use of an integrated workflow engine means that .PST file processing policies can be implemented and updated to enforce existing or new corporate policies. For instance, if managerial approval is required prior to the deletion of a .PST file, workflow can be changed to enforce the new policy and that approval step now becomes part of the process.

## RESULTS OF AXS-ONE .PST FILE MANAGEMENT PROCESS

AXS-One .PST File Management addresses .PST elimination with a repeatable, auditable and automated process. The solution is proven to:

- reduce storage volumes by applying single instance storage
- centralize storage and management of historical e-mails
- reduce e-discovery liability
- mitigate risk associated with unmanaged, uncontrolled electronic content
- facilitate end user search and retrieval of messages and attachments with a single secure.

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### AXS-One .PST File Management Tool Offers:

- Automated discovery of .PST files
- Process-based heuristics to determine ownership
- Exception-based processing to improve accuracy
- Integration of ingested .PST files with other data types in the archive
- Completely auditable ingestion process

### Advantages of AXS-One PST Management Tool:

- Based on integrated workflow that can be implemented to enforce corporate policies
- Provides an automated and repeatable process for handling .PST data
- Automated ingestion of legacy .PST data in central, managed archive
- Maps the data to an AXS-One id that is unique across all archive data types allowing you search and retrieve e-mail, IM, Bloomberg data "in context".



## NEXT STEPS

if you would like further information on AXS-One .PST File Management Strategy or the AXS-One Compliance Platform™, please visit our website, [www.axsone.com](http://www.axsone.com)

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## ABOUT AXS-ONE

AXS-One is a leading provider of Records Compliance Management solutions. The AXS-One Compliance Platform™ enables organizations to implement secure, scalable and enforceable policies that address records management for corporate governance, legal discovery and industry regulations.

AXS-One's technology has been critically acclaimed as best of class and delivers digital archiving, business process management, electronic document delivery and integrated records disposition and discovery for e-mail, instant messaging, images, SAP and other corporate records.

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