



Archiving in MS Office365

Office 365 Archiving has several important limitations that many will find difficult to accept, especially for those trying to respond to eDiscovery requests, compliance audits or HR issues.

Limitations of Microsoft Office365 Email Archiving:

- **FUNCTIONAL LIMITATIONS OF OFFICE365:**
 - Limited to no more than 100 custodian mailboxes while responding to an eDiscovery or Audit. **(ArcMail has no limit.)**
 - Limited to a maximum of only two concurrent archive searches at a time throughout organization. This means it is not realistic to offer search capabilities to your legal, HR, compliance departments as well as all of your employees. **(ArcMail has no limit.)**
 - Inability to search across more than 10,000 mailboxes at a time in a single search. **(ArcMail has no such limitation.)**
 - End-user search limitation of 250 items. This default setting can be bypassed by configuring each individual Outlook client, however, most end-users would not expect a default limitation and may therefore not change the settings; or they would not know how to change settings. **(ArcMail allows end-users to search all of the emails they sent, received, CC'ed, BCC'ed or part of a distribution list.)**
- **PROTECTION OF ARCHIVED CONTENT:** Office 365 does not by default protect items in the archive from tampering or alteration. This means that archived mailbox content cannot be classified as immutable, original content. Further, to protect archive mailbox content from alteration, the administrator must originate an In-Place Hold or Litigation Hold. Only from that point forward can the data be represented as unaltered.
ARCMAIL: All data stored in ArcMail's archive is automatically and immediately immutable. It cannot be changed, altered or deleted under any circumstance other than through retention rules and policies.
- **OFFICE365 LIMITS I.T.'s CONTROL OF THE ARCHIVE PROCESS:** Office365 email archiving provides only for "delete it" or "archive it" records retention policies and instead relies on individual employees to manually drag and assign more granular retention policies.
ARCMAIL: Provides the I.T. Department with 100% CONTROL of the archiving process. Company executives, HR and/or Legal department may set the rules and policies, but the I.T. Department has full control over the compliance and application of those policies by providing extensive granularity and control over applying retention rules and policies.

- AUDIT LOG CAPABILITIES:** Office 365 provides for mailbox audit logging that allows customers to track access to the mailbox by people other than the mailbox owner, but does not audit mailbox owner activities. This is a critical flaw that makes Office365 a non-compliant archiving solution because Office365 does not, by default, protect archived email data from deletion or alteration. Therefore, the ability to produce audit activity reports on specific employee mailboxes is a “must have” to be able to represent archived email as unaltered in legal and regulatory events.

ArcMail: Audits all activities that occur within the archive. The activities in the log cannot be altered or deleted and are time stamped along with other critical audit information.
- LACK OF GRANULARITY IN RETENTION/DISPOSITION:** A retention tag is used to apply retention settings to messages and folders. Office365 offers three types of retention tags: the Default Policy Tag (DPT), the Retention Policy Tag (RPT), and Personal Tags (PT). These three types of retention tags are basic and don’t really address the granularity of retention requirements in today’s corporate information governance environment in that they can only be applied to an entire folder instead of an individual email message.

ARCMail: Provides unlimited granularity down to the individual email message.
- DEFENSIBLE DISPOSITION:** Office365 only archives email. Disposing of information is not just a question of storing email, but more importantly, it’s a question of legal risk and cost. The issue is this: all existing data, not just email records that could be potentially relevant to a legal case must be found and reviewed for relevancy and privilege during eDiscovery. Data not found during eDiscovery, but found later on, raises the specter of insufficient eDiscovery or worse, a charge of hiding responsive information.

ARCMail: Reduces this risk with the ability to archive all relevant data including email records, SharePoint files, direct files, and even social media posts and tweets.
- LIMITED EMAIL ARCHIVING OPTIONS:** Office365 will only archive Microsoft exchange email. It will not archive other hosted email systems such as Gmail, Yahoo Mail, or even other on premise email systems such as Lotus Notes, Domino, GroupWise, etc. So, if your organization outsources work to consulting firms, legal firms, contractors, manufacturers, etc., then you will only be able to archive those emails that are sent directly to the exchange server – as opposed to being able to automatically archive any emails that they send & receive to other companies or individuals on your company’s behalf.

ARCMail: Allows for multiple different email systems (hosted and/or on premise) to all point to its archive solution at the same time.
- PRODUCTIVITY/SEARCH CAPABILITIES:** A potential eDiscovery issue lies with the number of attachment file types not indexed by Office365. Exchange Online and Office 365 indexes 58 different file types (most of them Microsoft file types). The problem is that email messages can also contain important file attachments that in turn contain the data that may be needed in an eDiscovery. If the attachment is NOT supported, then the file attachment will be non-indexed and will not be discoverable during an eDiscovery, audit or HR search. As a result, it will take employees longer to find the documents and to bring include them in the discovery process.

ARCMail: Offers support for most file types including Adobe .PSDs and open source files such as OpenOffice as well as older legacy files such as WordPerfect. ArcMail also indexes image tags (such as the original name of an image file) that may be included within a document.

- **INDEX LATENCY:** Index latency is the time it takes for new content to appear in the search index. Office 365 targets between 15 minutes and 1 hour for the time between upload and availability in search results. But several have reported up to a 24-hour lag in this time bringing eDiscovery search results for new content into question.

ARCMail: Indexes emails, attachments, files, Facebook posts, tweets, etc., as it happens. There is no latency in the indexing process.

- **RETENTION OF DATA AFTER EMPLOYEE LEAVES CO.:** With the subscription-based Office 365, the departing employee's email box is often removed to save on monthly Office 365 subscription costs. If an In-Place hold is not placed on a mailbox before it is deleted, the contents of the mailbox and the mailbox archive will not be preserved or discoverable. The deleted mailbox can be recovered within 30 days of deletion, but the mailbox and its contents will be permanently deleted after 30 days if it is not recovered and placed in a hold.

ARCMail: The departure of an employee will not affect the former employee's email archive. The administrator does not have to create a hold, nor move all of the contents of the email folders into the legal hold, nor deal with a 30-day expiration. All data within ArcMail remains in the archive until the company retention rules and policies get rid of the data.