

Third-Party Survey Reveals Email Storage Capacity Management, Archiving, Retention need Improvement

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Survey reveals just 24 percent of respondents have implemented email archiving while 19 percent have no formal email management system at all:

READING, UK. – May 26, 2011 – In a recent third-party survey¹, nearly half of respondents say storage capacity utilization and management is the most challenging email-related chore in their companies, according to results released today by C2C, a leading provider of email, file and messaging management solutions. Hundreds of network administrators, system managers and other IT professionals from organizations of all sizes responded to the survey; 48 percent said storage utilization and capacity management is most in need of improvement, while 32 percent chose email archiving and retention.

To mitigate email growth, 46 percent still use mailbox quotas and PSTs (Outlook Archives) as a method of managing mail system capacity. Just 24 percent of respondents have implemented email archiving while 19 percent have no formal email management system at all.

A significant number of respondents (36 percent) expressed dissatisfaction with the lack of flexibility of many email management products, citing too much business disruption and negative impact on users among other pitfalls. Requiring a separate web client to review stored emails and high ongoing management were also perceived as flaws in existing solutions.

“It is frightening that nearly half of companies rely on mailbox quotas and PSTs. Apart from the negative effects on productivity, the risk being taken by those companies is surprising,” said Dave Hunt, CEO of C2C. “Data held in PSTs is not visible to the organization and therefore represents a high risk as the laws concerning finding and securing data become more stringently applied. In the UK, the compliance should make companies wary about storing data in an uncontrolled fashion.”

Among the survey’s other findings, half of respondents say they search email for internal or legal matters 5 or more times a year with nearly a quarter of respondents indicating the need to do it 20 or more times a year.

“As the laws about data retention become more refined, and email volumes grow, companies need to be more specific about what they retain, rather than attempting to retain everything,” says Hunt.

“Choosing an email management system geared at purely reducing load on servers and/or meeting a perceived compliance requirement, rather than looking at the actual business need, is a risky path. IT Managers and their staff need to consult the business before making these investments, and one gets the feeling that it was price rather than business need that was the driver in choice of solution.”

C2C’s ArchiveOne solutions are simple yet sophisticated tools that are field-proven to help organizations with archiving, retention and eDiscovery of email and files, compliance management, intellectual property containment and storage management tools. ArchiveOne employs Zero-Training User Design™ and is completely transparent, installing in about one hour. ArchiveOne for email provides secure access to archived emails through iPhone or BlackBerry devices and through web and web service

technologies for offsite workers. Advanced PST management allows administrators to discover, search, delete or consolidate PST files across the organization. ArchiveOne is not dependent on SQL databases, so it offers best-in-class flexibility and scalability, as well as reduces risk, speeds backups, and improves system usage. A live online demonstration, references from ArchiveOne users, and a 30-day trial are available at www.C2C.com.

About C2C

C2C Systems has earned the trust of its four million software users since 1992 by consistently delivering high-value, dependable core messaging system enhancements. Microsoft® Exchange, SharePoint®, and Windows® File Server together with IBM® Lotus® Domino® form the heart of our commercial and governmental customers' businesses worldwide. C2C's ArchiveOne® product family is the trusted choice for their email and file archiving, e-discovery, compliance management, legal forensics and storage management tools to enhance these platforms. For more information about the Company, visit www.c2c.com.

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1. Study conducted across 550 companies in the UK/US in March 2011 via Emedia.

Local Agency Contacts:

Sharon Munday
On Your Case Ltd
sharon@onyourcase.co.uk
+44 (0) 7787 566382