

Complement Microsoft Office 365 Using Waterford Technologies MailMeter Solution

Report: Office 365 Compliance Gaps

The Benefits of Office 365 Are Clear,
The Compliance Implications Are Not

Are you ready to search across all your Office 365 data when the need occurs?

“According to Microsoft, managing and protecting your Office 365 data is your responsibility”

Moving to Office 365 has huge benefits for productivity and collaboration. However, ensuring regulatory compliance and servicing DSAR request using native Office 365 tools can be an overwhelming challenge. Microsoft agrees and requires expensive Office 365 add-ons or user licenses to supplement native tools to manage e-discovery, retention, legal hold and to meet compliance requirements.

The Truth

If you currently think that Office 365 has you covered in relation to email compliance, you are in for a surprise when it comes to finding data in your email and finding it fast.



Challenges In Brief

Email compliance in Office 365 without expensive E5 licensing or Advanced Compliance modules is challenging.



Compliance Gaps

Reduced ability to manage eDiscovery on Office 365 data i.e., delete, apply retention policies, apply legal hold etc.



Data Loss

Each Shared Mailbox is limited to 50GB. Larger Shared Mailboxes need to be licensed. Litigation hold cannot be applied to a shared mailbox. Retention policies require licensing. Since multiple users can access the Shared Mailbox, individual audit trail not supported.



Complexity

Only advanced search functionality exists on individual mailboxes and not on all mailboxes, making advanced discovery searches difficult and costly.



Retention

Office 365 messages are only searchable if they exist in an Office 365 mailbox – This makes platform management difficult as former employee's mailboxes might need to exist for years due to retention policies.



Increased Costs

You are not fully compliant, a costly compliance Office 365 add on is required.

Compliance Challenges Migrating to Office 365

Office 365 Compliance Gap

Shared mailbox data loss

Legal holds are not instant and require IT involvement

Mixed licencing

Challenge Description

Each Shared Mailbox is limited to 50GB. Larger Shared Mailboxes need to be licensed. Litigation hold cannot be applied to a shared mailbox.

Retention policies require licensing. Since multiple users can access the Shared Mailbox, individual audit trail not supported.

Legal hold placed on mailboxes can take up to 60 minutes to complete. Query based holds will take much longer. Litigation hold only supported on E3/E5 licensed users.

To preserve more than one mailbox, you are required to use Microsoft's litigation hold feature, which is managed by IT.

With O365 archiving, users must be on E3 or E5 licenses.

MailMeter Compliance Solution

MailMeter on the other hand, has always had Archiving and Search as its foundation with a focus on being easy to use and administer.

All messages are retained by default unless policy or administrative action occurs.

MailMeter enables you to place a Legal Hold on any message using special "Hold" tags. MailMeter "Hold" tags are a special user configurable tag type that once applied prevents messages from being deleted from the MailMeter Archive.

These tags can be applied to place the emails returned from any discovery or compliance activity on hold.

With MailMeter, all messages are archived regardless of the users' Office 365 license.

Compliance Challenges Migrating to Office 365

Office 365 Compliance Gap

Retention policies cannot be applied to inactive mailboxes

Batch based search

Support

Challenge Description

When an employee leaves a company, their mailbox must be placed on legal hold and converted into an inactive mailbox, this requires more expensive E3 or E5 licencing and IT assistance.

Permanent deletion will occur within 30 days if the mailbox isn't converted to an inactive mailbox.

Office 365 relies on a batch-based search which impedes and frustrates the iterative search process and discovery best practices.

Office 365 Compliance Search supports the ability to Preview search results. The maximum number of Preview messages per user mailbox is 100. There is a maximum of 1,000 message Previews across all mailboxes.

Microsoft support consists of many layers with varying service and escalation levels.

MailMeter Compliance Solution

History capture allows you to eliminate redundant mailboxes by making all of your messages searchable without the need for additional Office 365 licenses.

Searches can be made by time, subject, message content, attachment content as well as conversations between individuals or between groups of people.

Searches can be saved, and previous searches can be re-executed. MailMeter can do Boolean, proximity, fuzzy, boosted searches and more.

MailMeter implementation and support staff's "do whatever it takes" attitude ensures that we will be with you every step of the way.

Compliance Challenges Migrating to Office 365

Office 365 Compliance Gap

Export time and format

Legal hold limitations

Limited search criteria

Challenge Description

The maximum PST size is 10GB. If the export is larger than 10GB it will be segmented into multiple PST files.

Downloading PST Exports require installation of the eDiscovery Export Tool which is a separate application.

With Office 365 native tools, it can take 24 hours for legal hold to take effect and it only works across whole mailboxes and it does not work across shared mailboxes.

Only E3 Advanced Compliance and E5 licenced mailboxes can use advanced search functionality. Making complex discovery searches difficult and costly.

MailMeter Compliance Solution

MailMeter exports are quick and easy to generate and messages can be exported to EML, PDF, or PST.

Exports are never throttled and there is no limit to the number of messages that can be exported.

MailMeter Litigation Holds occur immediately. During litigation, MailMeter will protect messages from deletion by user, conversations, time, and or person/ groups, etc..

MailMeter can collect messages from mailboxes and exports from Office 365 in real-time. History capture allows you to eliminate redundant mailboxes by making your messages searchable without the need for additional Office 365 licenses.

Compliance Challenges Migrating to Office 365

Office 365 Compliance Gap

No support for journal archiving

By Default, end users can delete messages unless complex retention policies are applied

Challenge Description

While Office 365 does support journaling, the journaled email must be directed to a third-party archive or external mailbox.

Office 365 provides basic email archiving capabilities, enforcement of retention is limited, and messages are only archived after a specific period - by default, this is 2 years. Users can delete messages at their discretion until that time, increasing compliance risk.

Strict retention and disposition requirements are difficult to enforce.

MailMeter Compliance Solution

MailMeter captures an absolute copy of all emails sent and received by your organisation. These emails are stored in an archive that's protected from end user action.

Journaling helps ensure full message capture for compliance and eDiscovery purposes even if an end user deletes or alters a message in Office 365, the original, unaltered copy remains in the MailMeter archive.

With MailMeter, all messages are archived regardless of the users' Office 365 license. MailMeter ensures a tamper proof archive containing a legally compliant copy of all email to maintain integrity.

The Office 365 Compliance Gaps



Legal Discovery

Office 365 relies on a batch-based search which impedes and frustrates the iterative search process and discovery best practices.

Simple keyword searches against the entire enterprise are impossible without a 3rd party compliance solution or company wide premium Microsoft add-ons preventing admin from effectively performing investigative searches.



Content Litigation

For legal reasons, your organisation might be required to hold on to the contents of an employee's mailbox account or a specific email to produce all data related to a specific case.

With Office 365 native tools, it can take 24 hours for legal hold to take effect and it only works across whole mailboxes and it does not work across shared mailboxes.



Retention

Office 365 provides basic email archiving capabilities, enforcement of retention is limited, and messages are only archived after a specific period—by default, this is 2 years. Users can delete messages at their discretion until that time, increasing compliance risk.

Strict retention and disposition requirements are difficult to enforce within Office 365.

Lower Office 365 Compliance Costs with Waterford Technologies - MailMeter Compliance and eDiscovery Solution

You have just migrated to Office 365 and so did all your sensitive data. Office 365 by itself is not a compliance or retention platform. Waterford Technologies complements the Microsoft Office 365 offerings by adding much needed compliance functionality at a significantly lower cost.

Lower Costs and Protect Your Important Data

Avoid Microsoft Advanced Compliance Add-on Costs

Major reduction in Office 365 add-on costs. Waterford Technologies provides powerful functionality required for compliance with data regulations, eDiscovery and litigations across your email environment. This functionality is not available in Microsoft Exchange, Office 365 E1 or E3 licenses unless you have Microsoft Advanced Compliance add-on (on every mailbox), which is a burdensome expense per mailbox. We offer advanced email compliance features at a fraction of the cost that covers all users regardless of their Microsoft license.

Avoid the Cost of Redundant Mailboxes

Utilising Waterford Technologies removes the need to retain and pay for redundant mailboxes. We ingest all your historical emails into our compliant hosted environment (hosted in Azure), redundant mailboxes can make up a significant cost of your Microsoft licensing.

Reduce the Costs of Email Back-up

Clearing out old data from your active Office 365 environment can help free up space and keep your company within its Office 365 quotas. However you need to ensure that you still have access to business-critical information when needed. Every single email is captured by our solution with granular search capabilities for eDiscovery.

Reduce the Need for Specialists and Microsoft Administrators

Reduce the cost of hiring external consultants for eDiscovery cases by having a platform that is simple to use even for complex Boolean search. Reduce cost exposure, usability across all departments and reduce billable hours.

Simplify/ task orientated control surfaces, remove the need for specialist training and the requirement of a specialist Microsoft administrator.

Ensure Compliance

Fast powerful eDiscovery, FOIA and DSAR searching

With MailMeter your complete email platform is collected and fully content indexed. This is our vocation and one of the core strengths we have compared to the compliance features of Office 365.

Archiving

With MailMeter, all messages are archived regardless of the users Office 365 license. However, with O365 archiving, users must be on E3 or E5 licenses.

Exporting Search Results

MailMeter exports are quick and easy and can be exported to EML, PDF, or PST. With Office 365, exports can't be done unless you have Advanced Compliance, and those exports are limited to PST's and a size of 10GB (which for many organisations would represent issues).

Content Litigation

During litigation MailMeter can protect messages from deletion by user, conversations, time, etc.. With Office 365, it can take 24 hours for the hold to take effect and it is limited to individual mailboxes only.

Avoid Single Vendor Dependency

MailMeter can collect messages from mailboxes, and exports from Office 365 in real-time. History capture allows you to eliminate redundant mailboxes by making your messages searchable without the need for additional Office 365 licenses.

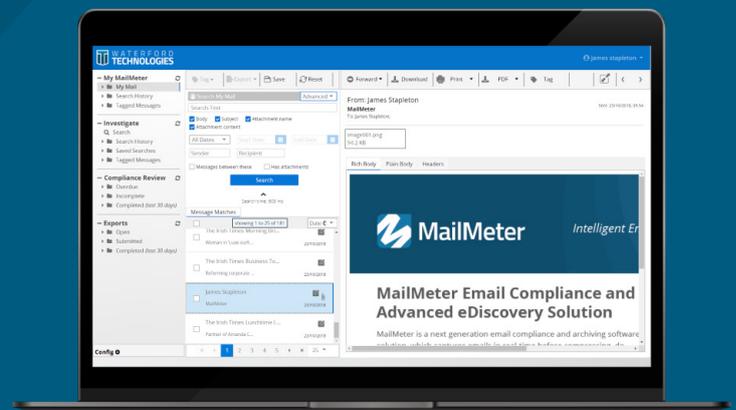
Increase Productivity

The right information can be difficult to find quickly and easily in Office 365. MailMeter give users an advanced investigative surface made specifically for organisations that need to perform frequent in-dept searching and analysis for evidential discovery on past email activity, email messages and attachments. It is simple to use and can be utilised by all departments across IT, Compliance and HR.

It offers group searching, tagging and export capabilities in multiple formats beyond just PST. MailMeter gives you the tools you need to search through millions of email messages in seconds, reducing the time to find documents and saving you both time and money.

Searches can be made by time, subject, message content, attachment content as well as conversations between individuals or between groups of people.

Searches can be saved, and previous searches can be re-executed. MailMeter can do Boolean, proximity, fuzzy, boosted searches and more.



Retain the Right Information

Shared mailboxes are Microsoft's answer to maintaining a mailbox for a user that has left the company, even though a shared mailbox is free it holds numerous compliance risks.

For example, it has a 50 Gb limit and once the mailbox hits that limit, the shared mailbox starts to lose potentially valuable data, there is no retention, no legal hold, no e-Discovery, no accountability and no compliance functionality. This means that a shared mailbox cannot be assured in terms of legal compliance.



Waterford Technologies is a pro-active Email and file Compliance and Management focused, solution provider. We have vast experience in helping our clients meet their compliance requirements, reducing risk, and addressing eDiscovery requests easily, quickly and successfully.

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