E-Mail Archiving & Lifecycle Management for MS-Exchange
Still Sidetracked by E-mail Problems?

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Manage e-mails securely and efficiently with exchange@PAM.

Even though e-mail is now the most important form of communication for almost every company only very few are properly equipped to deal with the inherent storage challenges of this vital medium.

Traditional paper based correspondence has been almost completely replaced by practical and efficient e-mail technology. Even legal documents and invoices are officially recognised as legitimate when electronic signatures are applied.

However, managing e-mail communication has steadily grown over the years into a time-consuming, costly and legally hazardous operation.

Excessive use ultimately leads to overflowing mailboxes and under-productive employees who can neither send nor receive those all important mails and as old messages are quickly deleted to make way for the new you could suddenly find yourself in dangerous territory. A swift clean up operation often does more harm than good. Irreversible loss of essential information could possibly turn a short-term solution into a long-term headache.

A steadily growing database forces IT departments to continuously upgrade with exorbitant forms of storage putting an unnecessary strain on the budget.

And let us not forget the administrators who regularly ‘lose’ precious time performing inefficient backup, recovery and reorganisation tasks caused by the relentless growth in volume.
5 Good Reasons to Archive E-mails

E-mail in the rough #1:

E-mail is now recognised as an essential communication tool. Every employee is responsible for incoming and outgoing mails some of which may be highly sensitive.

Many react by limiting the storage capacity of mailboxes in order to avoid never ending upgrades with expensive storage systems. Employees must constantly delete e-mails to provide space for new messages as the mailboxes rapidly fill up to bursting point. Important mails are erased leaving nothing but a potentially hazardous void.

Some users try to solve this problem themselves by storing old e-mails as PST data on the local hard disk. To have gigabytes of unstable PST data is not an unusual situation. Even the very best administrator has great difficulty when trying to open PST data that an employee has already archived with a password. Of course this situation is exacerbated if the user leaves the company without disclosing the password.

E-mail in the rough #2:

Retrieval of carelessly deleted e-mails is a laborious and time-consuming task.

Overstretched administrators are continuously challenged with the task of retrieving e-mails that have either been deleted too soon or simply by mistake. This unpleasant situation can normally only be dealt with by specialists who possess the appropriate skills and knowledge. A significant amount of time and effort is therefore required to pull the e-mail out of the backup system and return it to its former home on the productive system.
E-mail in the rough #3:

**Managing the MS-Exchange server puts demands on the IT personnel which in turn creates a state of inefficiency.**

Nowadays text messages with often sizeable megabyte attachments are par for the course. It is also becoming more and more popular to combine mail systems with internal workflow systems which leads to a massive build-up of data over time (as every tiny change ensures an inevitable backup and retrieval procedure). Administrators are also often pushed to find the time for the daily backup of the MS Exchange Store. The time lost in backing up all copies could be anything up to 24 hours and beyond. The fact that the vital e-mail tool is not available during the restore procedure only succeeds in adding insult to an already potentially costly injury.

E-mail in the rough #4:

**Storage can become a costly business when saving e-mails for documentation purposes.**

According to a study made by Hitachi Data Systems in 2004 twenty percent of IT managers questioned said that e-mail storage space accounts for almost 40% of the total storage capacity in their respective companies and this number is set to grow over the next few years. In light of these slightly alarming figures, those responsible for the systems are expected to organise the storage in a secure and efficient way. E-mails, like all information, have a specific lifecycle: the effort required to track down old messages increases exponentially with time. Efficient storage of e-mails and attachments is recognised as one of the biggest challenges faced by IT departments today. Alternative storage technology such as optical data carriers and jukebox systems are designated to these tasks, especially when e-mails must remain unchanged to comply with certain laws and regulations.

E-mail in the rough #5:

**It is becoming increasingly common for both national and international legislators to regulate the law concerning long-term storage of Audit secure e-mails.**

In many countries the Audit secure archiving of e-mails is compulsory for certain companies and organisations. The USA is a good example of recently tightened regulations where compliance with the Sarbanes-Oxley Act or the Securities and Exchange Commission is mandatory. American companies must store all financially relevant e-mails for a legally regulated period of time. This law also applies to every European company that has either business relations with American firms or is financed from the USA. Similar rules to those mentioned above are also prevalent in Europe. E-mails are studied in Consideration of Evidence and are often the only form evidence that can be presented to the court to make a decision upon. Even if a single e-mail is not accepted as evidence a company can still be punished when an employee’s incompetence is exposed.

**International and national regulations that stipulate a compulsory storage of e-mails in terms of compliance.**

**USA**
- Sarbanes-Oxley Act Section 404, AML, SEC 17a-4, HIPAA ISO/PRFTR15801, ISO/WD18509, FDA 21 CRF Part 11, Basel II Capital Accord, Patriot Act, Electronic Evidence Act (Canada) ...

**EMEA**
- IFRS (EU), Solvency II (EU), BSI PD5000 (UK), Public Record Office (UK), Fin. Serv. Authority (UK), AIPA (Italy), NF Z 42-013 (France), GDPdU & GoBS (Germany) ...

**ASIA**
- 11MEDISDC (Japan), Electronic Ledger Storage Law (Japan) ...
If e-mails are already archived in Microsoft Exchange why do we need a special archiving solution?

As an IT manager or administrator of an e-mail system you have no doubt already looked into the integrated archiving functions and probably discovered that the standard solution is somewhat limited. It is limited in the fact that it cannot store selected messages and files to keep mailboxes as low as possible. This method only leads the user to keep the e-mail store as small as possible so that the messaging platform can operate without any problems.

This is an unsatisfactory solution because e-mails are only stored as files and are no longer available in the users normal Outlook application. The situation is compounded by constantly changing legal regulations relating to the storage of business critical e-mails and simply exposes the fact that basic functionalities are missing. Also the growing time needed for administration of the messaging systems requires a sophisticated solution.

The fact that the user has no access to the PST files in the MS Outlook application only adds to the mounting problems.

E-mail archiving constitutes far more than simply storing old e-mails! E-mail archiving must be able to do more than just store e-mails as files. A powerful archiving system is a management tool and meets the following minimum requirements:

A flexible and seamless archiving process:
Simple administrator tools enable the straightforward creation of different archiving procedures that can be started manually or automatically. Identical e-mails that are addressed to a group of users should only be archived once. A link of between 2 to 5 Kilobytes is all that remains in the MS Exchange Store.

Long-term archiving and Audit security:
E-mails are transferred to different storage forms at some stage in the lifecycle. A deletion is prevented by retention time logic on the software side as well as by use of designated hardware before the lifetime expires.

User-targeted:
The user can utilize his/her MS Outlook application as normal to open and edit archived e-mails. Full text search in attachments also helps raise efficiency and performance in the workplace.
Parallel archiving onto inexpensive media reduces backup time.

Archiving onto optical systems for better compliance.

Access to archived e-mails.
No independent client required. MS Outlook remains the front end application.

Protection against e-mail loss and manipulation by archiving onto legally secure media. No storage of e-mails in PST files.

Shorter backup/restore times in MS Exchange Store where only a 2-5 K archive link needs to be stored.

No MS Exchange Server dwell time during retrieval and restoration of e-mails deleted by mistake.

Cost saving with inexpensive storage media.

Increasing hardware costs.
Possible legal problems caused by loss of e-mails.
No online access to PST files.
Long backup/restore time and increased administration effort.
MS Exchange outage during restore procedure.

No E-mail PST storage necessary.
exchange@PAM


Inside exchange@PAM

At the heart of the exchange@PAM server lays the DMS PAM-STORAGE solution. The integrated HSM (Hierarchical Storage Management) engine has been developed specifically for high volume archiving processes and has been field tested by companies with millions of documents.

exchange@PAM verifies constantly if e-mails are being stored in the MS Exchange Store, to which the predefined archiving regulations apply. The administrator decides when an e-mail should be archived and specifies the archiving strategy by means of intuitive forms.

exchange@PAM pulls a ready-for-archiving e-mail out of the MS Exchange Store and replaces it with a link. This link is also registered in a relational database (ORACLE or MS-SQL Server) and serves as a reference for the actual storage location (storage medium). The e-mail itself is compressed and stored to the designated storage medium which in turn saves additional storage space.

E-mail storage requirements in the MS Exchange Store shrink to an insignificant 2-5 Kilobytes after archiving.

Clustering is also possible with exchange@PAM.

Archiving formats

E-mails are detached and archived as separate contents (body text and attachments).

Archiving process

Simple, multiple or synchronised onto different storage mediums based on Single Instance Store technology integrated with HSM (hierarchical storage management).

SIS Single Instance Store

E-mails are often addressed to a group (e.g. office). A block of addressees receive identical messages with identical attachments. exchange@PAM deals with this unnecessary waste of precious space by using the Single Instance Store function. exchange@PAM utilizes MD5 checksum logic to see if the e-mails and attachments have already been archived no matter how many MS Exchange Servers are connected. Every e-mail or attachment will only be archived once. The whole addressee group can still open these messages and attachments as normal.
Archiving methods

The aim of exchange@PAM is to simply automate the archiving of a high volume of mails including standard and special formats. The organization and maintenance of the archive jobs is supervised by the exchange@PAM Enterprise manager.

Just let exchange@PAM do all the hard archiving work. All the following archiving methods can be used for both the Inbox and Outbox as well as group and public folders. exchange@PAM uses the Active Directory/Addressbook Active Directory LDAP when organizing single mailboxes into a new archive group. The date of archiving and the description of the e-mail properties that lead to archiving are made possible by six modes.

Method one: immediate mode

The immediate mode allows e-mails and attachments in the Inboxes and Outboxes of specified users, groups and public directories to be instantly archived. New messages are automatically archived onto the designated medium as soon as they arrive in the defined mailbox. This simply prevents the user from deleting or changing the message at a later date.

Method two: scheduled mode

The scheduled mode presents a versatile and flexible set of archiving processes.

- Time/Date (Hour/Day) when the archive task should start and finish and indication of the maximum time frame available.
- Automatic start of the archive task (e.g. daily)

Method three: condition mode

This event-driven mode checks e-mails:
- When the e-mail is older than n-time (day, hour..)
- When a specified size is exceeded
- In accordance with defined e-mail classes (e.g. IPM.Note)

Method four: content mode

A powerful scripting tool is also available. This defines the archiving criteria on the basis of MAPI properties. The following content can be analyzed and archived using the scripting tool:

- Subject
- From
- To
- CC
- BCC
- Body
- Has Attachment
- MessageSize
- MessageClass
- ParentFolder
- SentDate
- ReceivedDate
- ModifiedDate
- RepliedDate
- Attachments
- MessageFlags
- MessageStatus

Method five: threshold mode

Archiving begins automatically the moment the upper storage limit is reached and continues until the lower limit (in percent) is hit.

Method six: manually mode

After receiving authorization from the administrator the user can also assign certain archive functions with the use of a corresponding MS Outlook Plugin. Authorization can also be given for single functionalities.

- Archiving selected e-mails in the archive.
- Recopying selected e-mails after MS Exchange.
- Deletion of selected e-mails out of MS Exchange Store.
- Starting Full-text search.
- Displaying e-mail versions.
- Offline Folder Synchronisation.
Archive Management

Tricky tasks can really only be tackled with the right tools. exchange@PAM releases you from the shackles of time-consuming administrative tasks and gives you complete control over your e-mail management.

**PST-File Importer**

E-mails are often archived as PST files on local storage devices to make room for new e-mails and relieve the MS Exchange Store. However this means the user is responsible for his/her actions. Risky stuff. This danger increases when the instability and limited size of PST files are added to the already volatile equation. PST files can be locked with a password. What happens when the user leaves the company without disclosing the password?

exchange@PAM eliminates these risks and allows the administrator to import existing PST files (including folder structure) to the e-mail archive no matter which device the PST files are stored on. The import is made possible by batchrun and does not require any management. All successful imports are recorded in detail in a transaction file.

**E-Mail Quota Management**

Some businesses run their IT departments as internal profit centres and charge for their performance according to the costs-by-cause principle. Quota Management fully supports this type of organization and allocates a storage limit to e-mail archiving mediums on user and group levels. A detailed reporting system enables the work performed to be processed further in the respective departments.

**Alerter Management**

A proactive notification is also included. This informs the administrator when the upper limit of the current Quota, Scheduling and Archiving processes has been reached.

**Restore Management**

Archived e-mails can be copied back into the MS Exchange Store from exchange@PAM with a special tool which deletes the original link in the archive and restores the e-mail to the MS Exchange Store where it can be accessed as usual. It is as if archiving never took place. What is more you have the added extras of a mailserver that is in continuous operation and can avoid the laborious task of constantly backing up.
Lifecycle Management

All business documents including e-mails have a lifecycle. The time comes when an e-mail becomes an unessential part of the daily business but still has to be kept for legal reasons. Efficient management is therefore the next logical step.

This should take the form of either a dynamic and highly accessible storage system or a secure long-term archive. exchange@PAM deals with both these tasks with its integrated hierarchical storage management (HSM). Many life-cycle jobs can be stored so that e-mails (depending on their importance) can be moved from highly available online media to low cost nearline and offline media.

exchange@PAM works with all standard storage systems and supports copying and relocation as well as the delete function independent of the respective retention time on the e-mail level.
Compliance Management

Nowadays companies are under pressure to conform with guidelines and laws concerning corporate governance.

Audit secure archiving ensures that requirements of authorities and other supervisory bodies are met.

The content of the business document remains virtually unchanged. The only thing that has changed is the type of information exchange. Highly important documents are now in electronic format instead of paper form. The complete and alterable storage is subject to the same regulations as official paperbound documents. Corporate Governance specifies the legal and institutional conditions that have direct or indirect influence on the management decisions and success of a company. Compliance is the all important component in this particular area especially when documentation and dates are concerned.

Protect your e-mails against manipulation and loss with exchange@PAM

exchange@PAM software technology and hardware supports your compliance policy. Every archive job is allocated a retention time. E-mails und attachments can only be deleted from the exchange@PAM archive after the regulated time has expired. exchange@PAM also supports all storage media such as WORM, UDO, EMC Centera and NetApp System with snaplock which ensures that stored content is both secure and tamper-proof.

Archiving the MS Exchange e-mail journal

The journal mailbox is a special mailbox in MS Exchange which contains a copy of all e-mails that have been either sent or received. This mailbox is Audit secure and compliant after exchange@PAM has archived it. All three archiving modes are available: immediate, scheduled or manual. Immediate mode is recommended for companies wishing to comply with any particular storage regulations.

Automatic Versioning

exchange@PAM recognises when an e-mail has been modified by a user and automatically stores it as a new version in the archive. Being able to record and trace all legally relevant e-mail messages is nothing to be sneezed at.
A user’s view of exchange@PAM

The only change the user notices is the presence of a symbol that blends into the toolbar in MS Outlook.

exchange@PAM: the users dream

Its business as usual with MS Outlook 98/2000/XP/2003. A simple double-click brings up the e-mail and attachments. Messages can be searched, edited, forwarded, moved to other folders or deleted. When an archived mail is deleted the link in MS Exchange is also removed. The e-mail stays in the archive and can be retrieved and restored at any time.

MS Outlook User Plugin

If you choose exchange@PAM you will also receive a Plugin for MS Outlook. A user has access to the new functionalities if the administrator authorizes it.

Authorization can also be given for each specific function.
- Archiving selected e-mails in the archive
- Recopying selected e-mails after MS Exchange
- Deleting selected e-mails out of MS Exchange
- Starting Full-text search
- Displaying e-mail versions
- Offline Folder Synchronisation.

OWA MS-Outlook Web Access Service

Archived e-mails can also be easily accessed without any reconfiguration via Web Access.

Full-text search

The user can start a Full-text search the moment an e-mail is archived. The Full-text search can be activated via the MS Outlook toolbar. All available attachments are also searched for in the e-mail archive. By using this clever exchange@PAM extra the user can initiate a Full-text search in attachments to also find e-mails that would have been otherwise irretrievably lost.

OST Offline Folder Service

exchange@PAM also offers an Offline Folder Service for those who wish to access their mails while on the road. E-mails can be copied into the Offline Folder using a standard synchronisation process.
The users dream

The front end remains MS Outlook 98 / 2000 / XP / 2003. Only a new symbol indicates that the e-mail has been archived.

E-Mail + Attachment 2-5K

E-mails shrink from megabytes to 2-5 Kilobytes in size after archiving leaving a link behind in the MS Exchange Store.

MS Outlook Plugin

exchange@PAM comes with a Plugin for MS Outlook which provides the user with the ability to control certain archive functions themselves.

Full-text search in attachments

Users can activate the additional Full-text search to find mails that would normally be considered as irretrievable.

Access everywhere

Archived e-mails can also be accessed via Web-Access (OWA).
Administrators can relax

The target of exchange@PAM is to automate the archiving of both standard and special e-mail formats with a simple configuration.

exchange@PAM Enterprise manager takes care of the many archiving jobs with intuitive administration tools. Additional tools such as the PST File-importer and Media administrator reduce the daily backup of the MS Exchange Store by up to 80%.

Automatic archiving controlled by administrators

exchange@PAM continuously checks which archiving rule should be applied to each e-mail saved in the MS Exchange Store. exchange@PAM extracts an e-mail which is ready to be archived from the MS Exchange Store and replaces it with a link.

This link is stored in a relational database (ORACLE or MS-SQL Server) and serves as a reference to the new location in the archiving medium.

Archiving process

E-mails are split and archived as separate contents (body text and attachments). The H&S Single Instance Storage ensures that e-mails and attachments are only archived once. The H&S Container Storage helps avoid data compression and the unnecessary splintering of storage media.

The archiving can take place on any of the most common forms of media. exchange@PAM supports all the current storage systems including Jukebox, EMC Centera, HDD, SAN, Netapp...
exchange@PAM Enterprise Manager

The exchange@PAM Enterprise Manager is the central switchboard for administrators. Every mailbox in which the Active Directory/Addressbook Active Directory LDAP procedure is carried out should be archived is defined here. Special archiving modes can be set up for every defined mailbox or mailbox group that is indicated as an archiving task.

exchange@PAM global settings

This is where special functionalities such as versioning, data compression and HSM media administration can be activated and controlled with a simple click of the mouse.

Method: condition mode

The condition mode comes into operation when e-mails of a specific size or “older than” events are to be archived.
A row of powerful tools support the administrator and relieve him/her of time-consuming and often laborious tasks with functions such as:

**Quota Management**

The quota management limits the archive storage for both users and user groups which in turn leads to more cost transparency and a simplification of the internal cost allocation process.

**MS Outlook AddIn**

Perhaps you would like certain users to be able to control specific archiving functions themselves. This is no problem with the exchange@PAM Outlook Plugin. The administrator still has control over exactly which functionalities the user can or cannot use.

**Method: scheduler mode**

When using the schedule mode e-mails can be archived automatically at the end of the day or during the night to help take the strain off the network.

Behind the screen ...
## exchange@PAM V.2.0 technical scorecard

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supports Servers:</strong></td>
<td>MS Exchange 5.5 / 2000 / 2003</td>
</tr>
<tr>
<td><strong>Cluster Support:</strong></td>
<td>MS Exchange 2000 / 2003</td>
</tr>
<tr>
<td><strong>Administration:</strong></td>
<td>User / Group Administration using Active Directory / Addressbook Active Dir. LDAP</td>
</tr>
<tr>
<td><strong>Archive Database:</strong></td>
<td>MSDE 2000 / MS-SQL 2000 / MS-SQL 2005 / MS-SQL Express 05 / Oracle 8.x and 9.x</td>
</tr>
<tr>
<td><strong>Archive media:</strong></td>
<td>All current media (HDD, Jukebox, Band, EMC Centera, DVD, CD-ROM, SAN, NettApp)</td>
</tr>
<tr>
<td><strong>Access - Internal:</strong></td>
<td>MS Outlook 98 / 2000 / XP / 2003</td>
</tr>
<tr>
<td><strong>Access - External:</strong></td>
<td>MS Outlook OWA Support (Access via Web Access for archived e-mails)</td>
</tr>
<tr>
<td><strong>Access - Offline:</strong></td>
<td>Access via the local Offline Folder (OST)</td>
</tr>
<tr>
<td><strong>E-Mail Request:</strong></td>
<td>Direct in MS Outlook Front End via bodytext, subject and sender/receiver</td>
</tr>
<tr>
<td><strong>Full text search:</strong></td>
<td>Full text search in attachments (requires MS SQL 2000 or Oracle from Version 8.7.1 x database)</td>
</tr>
<tr>
<td><strong>E-Mail Source:</strong></td>
<td>All Inboxes and Outboxes, Groups, Public Folders and MS Exchange Journal Inboxes are based on Active Directory / Addressbook Active Directory LDAP</td>
</tr>
<tr>
<td><strong>Archiving Format:</strong></td>
<td>Splitting e-mail objects (body text and attachments) and archiving them as separate contents.</td>
</tr>
<tr>
<td><strong>Archiving technology:</strong></td>
<td>PAM-STORAGE HSM (Hierarchical Storage Management) Technology. Avoids multiple archiving of the same e-mail with SIS Single Instance Store.</td>
</tr>
<tr>
<td></td>
<td>Splits up the storage media by compressing and packing archived mails with H&amp;S Container technology. Simple and/or parallel archiving onto all current storage systems.</td>
</tr>
<tr>
<td><strong>Lifecycle Management:</strong></td>
<td>Copying, transfer and deletion of e-mails and attachments onto different media in accordance with business/legal relevance and accessibility.</td>
</tr>
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<td><strong>Versions Management:</strong></td>
<td>Automatic creation and archiving of a new e-mail version after modification by the user.</td>
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<td><strong>immediate mode:</strong></td>
<td>As soon as an e-mail message arrives.</td>
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<td><strong>scheduled mode:</strong></td>
<td>Specifying (Day/Hour) when an archiving task should be started and terminated and defining the maximum number of timeslots until the end of the archiving process.</td>
</tr>
<tr>
<td><strong>manually mode:</strong></td>
<td>Manual archiving by the user in the MS Outlook Front End.</td>
</tr>
<tr>
<td><strong>threshold mode:</strong></td>
<td>Archiving begins when an upper storage limit has been reached and ends when the lower storage limit has been reached (in percent).</td>
</tr>
<tr>
<td><strong>condition mode:</strong></td>
<td>When an e-mail is older than n-time. When an e-mail is bigger than n-Bytes. In connection with a defined e-mail class (e.g. IPM.NOTE).</td>
</tr>
<tr>
<td><strong>content mode:</strong></td>
<td>Archiving in accordance with field content script.</td>
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<tr>
<td><strong>Admin tool Settings:</strong></td>
<td>Tool for adjusting the archiving methods for customized mailboxes and public folders.</td>
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<tr>
<td><strong>Admin tool Restore:</strong></td>
<td>Restoration of e-mail objects from exchange@PAM Archive to the MS Exchange Store.</td>
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<tr>
<td><strong>Admin tool PST Import:</strong></td>
<td>Archiving PST Files via batch routine from any network device.</td>
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<tr>
<td><strong>Quota Management:</strong></td>
<td>Regulation of storage space in e-mail archive for specific users or user groups.</td>
</tr>
<tr>
<td><strong>Alerter Management:</strong></td>
<td>Proactive notification system for administrators when the limit for the quota, scheduling and archiving process has been reached.</td>
</tr>
</tbody>
</table>
**Process Management**

E-mail improves productivity in almost every company and is being used by more and more businesses worldwide.

Companies are well advised to choose a provider with a comprehensive Enterprise Content Management Portfolio to deal with complex business processes.

**E-mail Technology is penetrating a growing number of business areas.**

According to a study made by Kahn Consulting in 2003 (Managing E-Mail in the new Business Reality), e-mail technology is being strategically used in many business areas:

- 93% Customer enquiries
- 84% Strategic discussions
- 82% Replies to official requests
- 71% Contract negotiations
- 69% Invoices and terms of payment
- 65% Exchange of confidential information
- 56% Employee affairs

On the strength of these statistics it can be deduced that the importance of the MS Exchange tool in business process management can no longer be ignored. The transmission of e-mail messages should be seen in exactly the same light as content/documents such as scanned paper or MS Word files.

The messages must be processed after being received and archived. Ideally e-mail archive links could be passed on to enterprise content management. E-mails organize themselves into an electronic file depending on the content thereby ensuring a complete and closed view of all task related documents.

Some e-mails must only be assigned to an electronic file for documentation reasons and require no further work whereas other e-mails require processing by several departments. Therefore transferring an e-mail archive link to an electronic workflow system is quite simply beneficial for all involved.

By allocating appropriate keywords to e-mails and attachments they can be assigned to a specific electronic file. An automatic classification and assignment to an existing electronic file is only partially carried out as e-mails as a rule have an unstructured format. Such messages must be manually and thoroughly dealt with by administrators.

This is different with e-mails that arrive at your company in a standard and structured format. An e-mail that has been generated by an Internet form on your Web site is a good example. These e-mails have a well-structured format and can be automatically classified and transferred to the workflow system.

exchange@PAM can be set up and running in the space of one day. The connection to PAM-STORAGE Enterprise Content Management requires some preparation and can be implemented within the scope of a project.