**ZL TECH**

# ZL 10 Key Archiving Questions

Questions to ask when searching for the right archiving solution to meet your organization's needs

## KEY CONSIDERATIONS

**Unified Functionality**

Can the needs of e-Discovery, records management, compliance, and storage all be met from one platform?

**Global Search**

Can the solution run an advanced search across the entire enterprise with accurate results? Are results almost immediate?

**Scalability**

Will the archive's architecture grow with your data? Can it handle millions of documents per day? Billions total?

**Single Data Copies**

Are duplicates eliminated to streamline storage and ensure copies don't linger, unnoticed or unmanaged?

**Versatility**

Does the platform handle ALL of the data types that need to be archived? Is it compatible with multiple email platforms?

**Source Code**

Does the solution use one source code? Or is it stitched together from several underlying, separate programs?

### 1. For the archiving platform, does the vendor offer integrated solutions for eDiscovery, records management, compliance, and storage management?

You must ask yourself whether your organization will need to implement two or more of the above applications in the next 10 years. If the answer is yes, then you need to look for a unified offering, not simple, narrow point solutions. Otherwise, you may end up with costly replacement, maintenance and migration costs.

### 2. For the archiving system, has the vendor acquired or licensed third party components? Is every line of source code under vendor control?

Archiving is one of the most challenging applications in the enterprise in terms of scaling and long-term management. 100% control of the source code is absolutely essential to a stable architecture, quick diagnosis, and fast fixes. If third party or acquired code is involved, seamless integration and scaling will be very hard to achieve. in one application may not be deleted in another, leading to high-risk and expensive eDiscovery collections.

### 3. How many content types does the archive handle?

As eDiscovery, records management, and compliance begin to include more and more data across the enterprise, it is essential that the archiving system must be able to handle ALL popular data formats, such as email, social media, instant message, and various native file formats. Otherwise, the archive is only partially effective and multiple archives may need to be deployed.

### 4. Does the vendor support "One Data Copy, One Policy Layer" across all archiving applications?

It is desirable to maintain "One Data Copy" which means that multiple data copies reduced to one data copy, creating significant storage and administration savings. Note that true deduplication or Single-Instance Storage ("SIS") is still a rarity in the industry, so you should be cautious about vendor claims. Even more important is the ability to define and enforce a single "Unified Policy" – as with a disjointed retention policy, data deleted in one application may not be deleted in another, leading to high-risk and expensive eDiscovery collections.

## 5. What search engine is the vendor using, and what is its expected lifespan?

If the search engine has a limited life, the problems and costs associated become significant. For example, Alta Vista was "end-of life" (EOL) five years ago, but still remains the underlying search engine for several major archiving vendors. When the Alta Vista engine is replaced, the costs of either a wholesale data migration or running two archives with different search engines quickly becomes prohibitive.

Tip: One way to minimize your risk is to ask for written assurance from vendors using Alta Vista that should there be a replacement of Alta Vista in the next five years, the vendor will bear all migration costs. If the vendor balks, you should reconsider your options.

## 6. Does the vendor offer GRID architecture?

It is practically guaranteed that the volumes of email archiving will stress the archiving solution to breaking point. To avoid scaling problems, you should ensure that archiving processes are based on a GRID architecture which is designed to spread the processing load evenly across all computing resources. Without the GRID, you run the risk of single points of failure, severe lack of scalability and wasted resources. Consequences include slow data ingestions; slow data exports; slow searches; slow indexing speeds, and so on.

## 7. How are the archive's search speed, accuracy and completeness?

Archiving is not about storing, it is about finding. After all, what you can't find is meaningless to store. The search engine embodies the heart of the archive's

capabilities. You should ascertain the following search capabilities:

(a) Search Speed - A few archives can search through a billion documents based on random keywords in less than a minute, but the majority can take days or weeks.

(b) Search Depth – The archive must provide a range of search capabilities against the entire archive including: full-text keyword, proximity, fuzzy, misspelled, word-stemming, wildcard, pattern-matching, alias, search-within-search, automated harvesting, concept search, and parallel search.

(c) Search Accuracy involving Word Order – The archive must return the same results if the word order is reversed (e.g., "returns" within 5 words of "guarantee");

(d) Search Completeness – The archive must show that it searched through 100% of the intended target data and prove it. Since very few products in the marketplace can offer search speed, accuracy and completeness, you should be particularly vigilant about validating these capabilities.

## 9. How large can the vendor grow a repository?

Ideally, you want a repository that can scale to any size and be able split into multiple repositories, if you so wish. The larger a repository can scale, the greater the benefits in performance and economies of scale while lowering administration overhead. A good number to look for is at least a billion documents in a single repository before you have to start another instance. Avoid getting trapped with too many repositories – the administrative overhead becomes punitive.

## 10. Does the vendor's solution have customizable and flexible tools to meet changing business needs?

Archiving is about data control. What works one day for an enterprise may not work tomorrow. Any new regulation in heavily litigated industries could fundamentally shift how enterprises must approach data. For example, privacy. Privacy regulations such as GDPR require organizations to find and remediate personal identifying information if asked to by end-users or employees. In other words, privacy laws have shifted ownership of data into the hands of customers.

As personal identifying information could be found anywhere in any enterprise data source from emails, IMs, or file shares, companies must have a solution for finding and managing all the data in their enterprise. Therefore, businesses need an adaptable archiving solution that can create new policies, defensible delete data, and ultimately change with the industry.

### KEY BENEFITS

Superior search speed, depth, accuracy, and completeness across enterprise data

Unified Information Governance spanning compliance, eDiscovery, and records management

Scalability to handle Fortune 500 enterprise volumes

Granular audit trail and reporting for 100% accountability

Single policy engine for retention, archiving, preservation, and deletion

Broad support for unstructured content like email, social media, Instant Message, and various file types