Email Management Guide

SIMPLE, YET POWERFUL. Choosing the right data management solution can be the deciding factor in your ability to efficiently recover and restore email from Microsoft® Exchange and Office 365 environments. Before you make a decision, ask yourself the following questions to be sure you select the tool with the best overall functionality and value for your business.

Email Management for Exchange and Office 365

Identify an email management tool that can extend your IT resources and bring the highest value to your organization through significant cost savings.

Questions to Consider	Ontrack® PowerControls™ Software	Other Technology
Does the tool meet your regulatory compliance needs? Choose a tool that preserves the content and metadata of the source files when collecting relevant information for litigation, ediscovery, or regulatory matters.	✔	
Does the tool run independently from your production environment? Save considerable money and resources by choosing a solution that works directly with your backups without making changes to your current production and backup processes – and instead, runs on a Windows®-based workstation.	✔	
Does the tool support on-premises and/or hybrid cloud environments? It's important to find a solution that can work seamlessly with your past, present, and future email environments	✔	
Does the tool work with un-mounted databases? Mounting a database in RDB performs changes to the EDB/log files. Be sure your selected tool performs read-only on EDB/log files.	✔	
Does the tool allow you to search by specific criteria? Eliminate the need to restore an entire backup to find an individual item by selecting a tool that can extract items based on specific criteria.	✔	
When using the tool, can source data reside on any drive? Tools with this functionality minimize storage costs by not requiring data to be restored to a drive or array dedicated for Exchange users.	✔	
How intuitive is the tool? Your chosen tool should create efficiencies by utilizing an intuitive GUI with a drag and drop interface.	✔	
Does the tool work with a variety of backup environments? Get the highest level of flexibility with a tool that is "backup agnostic" - meaning it can recover from a variety of environments, such as CommVault®, Symantec™, EMC®, HP® and more.	✔	

Email Management for Exchange

Questions to Consider	Ontrack® PowerControls™ Software	Other Technology
Does the tool allow you to preview messages prior to restoring? Take the guessing game out of email management with a tool that allows you to search and preview messages before restoring.	✔	
Does the tool allow for easy Exchange migration? To simplify your migration process, choose a tool that allows the complete merger of all mailboxes into a single information store without having to bring an old server online, and eliminates the need for old and new servers to be online while data is migrated.	✔	
Is the tool able to search, collect, and export content from a live Exchange server? Choose a tool that provides forensically sound data collection of current, real-time Exchange content, broadening an organization's collection parameters and providing the legal team with a more comprehensive and accurate data collection.	✔	

Service & Support

Selecting the right data management tool is just the first step. Ensure that the provider offers flexible service and support options, as well as partnership opportunities that can bring tremendous value and revenue to your business.

Questions to Consider	Kroll Ontrack	Other Providers
Does the provider offer a variety of support options, such as: product training, demos, maintenance options and technical support? Make the most out of your tool by selecting a provider that offers service and support when you need it.	✔	
Does the provider offer licensing options to fit your needs? Ensure that your chosen provider has your needs in mind by offering customized agreements with multiple license structures.	✔	
Does the provider offer a variety of partner opportunities to bring you added value and revenue options? Providers that value your business will offer opportunities for you to increase your service options and revenue potential through partnership programs for Resellers, Distributors, MSP's and OEM's.	✔	
Will the provider offer you a complementary, no-obligation consultation to discuss the right data management solution for your business? Avoid the gimmicks by selecting a provider with a long history of success by eliminating those that use questionable sales tactics.	✔	

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