

■ **Product Overview**

# Open Text Email Monitoring for Lotus Notes

Capture, manage the lifecycle and streamline discovery processes for all regulated email communications within your organization

Open Text Email Monitoring for Lotus® Notes supports legal and litigation processes and structured retention management of all emails within an email system, without adversely affecting the email experience of users. By capturing all emails sent or received from email servers, organizations can automatically migrate emails into a records management system, where they can be classified and assigned a compliant lifecycle.



Review email from a dedicated compliance workspace

Email messages and attachments represent business records that organizations must retain and manage securely to support regulatory compliance, avoid legal fines or litigation costs, and satisfy auditing requirements. Analysts predict that the number of regulations governing email—along with the sheer number of emails transmitted throughout organizations—will continue to increase. Organizations need a solution for capturing, managing the lifecycle, and streamlining discovery processes for all regulated email communications.

## Highlights

- Legal discovery and disposition management
- Compliance with industry standards and regulations
- Mitigates risks associated with non-compliance
- Zero client installation required
- Maximum scalability
- High security
- Easily extended into a complete ECM suite

## Capture all corporate email into a secure system

With Open Text Email Monitoring for Lotus® Notes all emails sent and received within your organization are captured and stored in an isolated system. This process is called journaling. Email journaling is completely transparent, meaning that organizations can ensure compliance demands are met, without interfering with the way users are accustomed to working.

Once email is captured into a secure system, it can be managed throughout its lifecycle. A complete records management system enables you to define file plans and classifications to automate the retention and disposition of email content, in accordance with regulations. And as required, email content can be quickly retrieved to support legal discovery processes or regulatory audits.

## Review email from a designated workspace

A designated review workspace provides administrators, reviewers, and auditors with search functionality across all journaled email content. And not only must organizations be concerned with the email communications that are sent and received within their firms, but they must also be aware of who has access to this archived content. A robust permissions-based security model ensures that only the appropriate users have access to journaled email content. And comprehensive audit trails keep track of who has searched for and viewed what email content, and when.

Email Monitoring for Lotus Notes provides full-text search capabilities to support the most demanding enterprise search requirements with unparalleled scalability and performance. Discovery times and costs are significantly reduced with unified access to all email and attachments, regardless of format, location, and language or media type. From a designated workspace, administrators, reviewers, and auditors can quickly search and retrieve journaled email content.

## Supervise email content in compliance with regulations and policies

In many organizations, email for example, is governed by strict supervision requirements, by regulations like SEC 17a-4, NASD Rule 3010/3110, and NYSE Rule 400. To ensure compliance organizations need to extract a sample of dealer-broker correspondence, review it, and make sure the sample is available for regulatory audit for several years.

Email Monitoring for Lotus Notes can be optionally extended with sophisticated tools for capturing samples of inbound and outbound emails from massive volumes of daily messages, administering review processes and managing audits for regulators. Furthermore, customers can also leverage these capabilities to suit internal purposes, such as automating managers' reviews of employee emails. For example, on a scheduled basis, the system can capture outbound emails on sales quotes to help ensure adherence to internal policies or to measure performance.



## Open Text Email Monitoring for Lotus Notes Features

<b>Comprehensive information retrieval</b>	Execute powerful full-text searches across all email, with advanced search capabilities such as Boolean operators, Soundex modifiers, thesauri, and searching against record classifications. Search result pages provide result rankings, automatic summaries, clustered result themes, hit-highlighting, and Find Similar. Users can save queries, result snapshots, and multiple search form templates.
<b>Tamper-Proof Storage</b>	Archive content to secure storage media such as WORM, DVD, UDO, or write-once hard disks. Time stamps and system signatures ensure the integrity of documents.
<b>Visibility and auditing</b>	Review activity logs around email content including who viewed or edited documents, when, and why.
<b>Disaster recovery</b>	Store content safely in multiple physical locations or on hot stand-by devices.
<b>Single instance archiving</b>	Detect multiple instances of content and eliminate redundancies, and compress content automatically to minimize wasted space.
<b>Information accessibility</b>	Automatically render content into standardized formats such as PDF and TIFF to ensure future readability.
<b>Designated workspace</b>	A designated workspace provides a place for administrators, managers, and auditors to review and monitor email content.
<b>Preservation</b>	Freeze the disposition lifecycle of potential evidence and protect it from deletion.
<b>Disposition</b>	Support automatic and interactive destruction of documents in accordance with regulatory standards. Deleted files (including indexes and other metadata) are overwritten up to 15 times to help ensure they cannot be created.
<b>Compliance and certification</b>	In addition to regulations like SEC 17a-4, NASD 400, and more, meet internationally recognized standards for records management including Department of Defense 5015.2, PRO in the United Kingdom, PIPEDA in Canada, VERS in Australia, and more.
<b>Complete storage connectivity</b>	The archiving foundation of Email Monitoring for Lotus Notes provides full support for all popular hardware storage platforms, including EMC2, StorageTek, Hitachi Data Systems, IBM, and Network Appliance.

## Optional automated sampling features

<b>Schedule automatic sample gathering</b>	By extending Email Monitoring for Lotus Notes with highly configurable sampling functionality, you can control how often and how much email content you gather for review.
<b>Customize sample sets</b>	Optional sampling functionality enables organizations to define specific search criteria, including inclusive or exclusive keywords, users, dates, and domains, from which to gather appropriate email content.
<b>Full automated review and supervision</b>	Sample sets are automatically routed to appropriate compliance reviewers within the organization, who can easily grade email as compliant or in violation and escalate issues to officers.



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