

LEGACY DATA IMPORT

Many organizations require their data to be consolidated from legacy archives and disparate systems into Global Relay Archive. To facilitate this process, the Global Relay Data Services team has been successfully assisting customers importing legacy data efficiently and securely since 1999. Imported legacy data is consolidated and preserved in a central, secure repository alongside all new messages going forward. Imported messages are accessible 24/7 for rapid online eDiscovery search and retrieval.

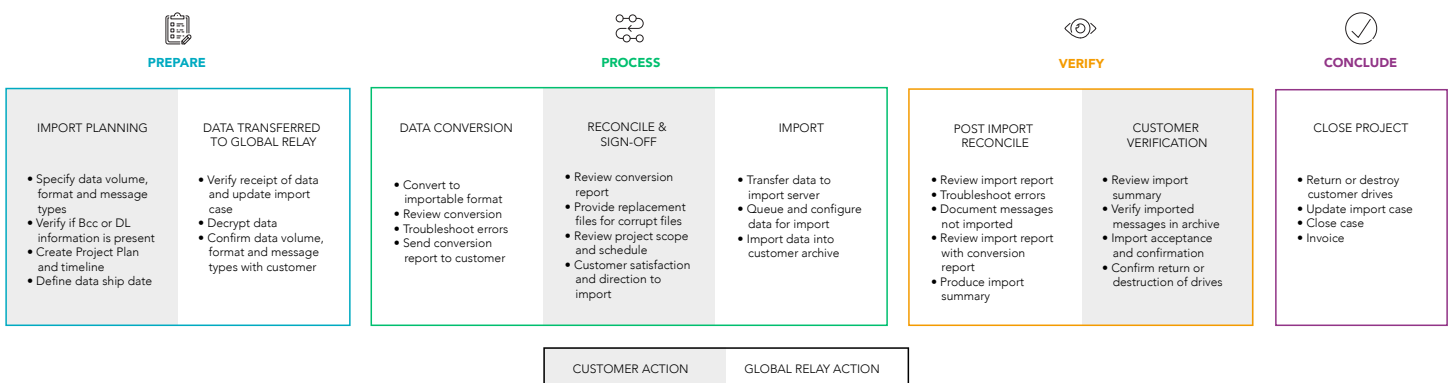
THE PRIMARY DRIVERS FOR IMPORTING LEGACY DATA

- **Company email** is often stored on disparate servers, backup tapes, CDs, DVDs, employee desktops and laptop computers, with multiple copies and no single source of indexing or access.
- **Senior Management** requires control over, and independent access to, current and historical email, IM and other message types. The messages are the intellectual capital of your company and are permanent records of 'who said what, when'. They can be used against you, or more importantly, used in your defense. They are a legally admissible business record. Access to legacy email and other electronic message types is important for risk management.
- **Compliance Officers** have increasing responsibilities and liabilities relating to the electronic communications of employees. Compliance regulations deem electronic messages to be a form of business communication that requires regulatory monitoring and supervision.
- **IT Technicians** are overburdened with technology issues. Disparate legacy systems can cause challenges including finding and recovering email from backup tapes, CDs and failed hard drives, controlling mailbox sizes and managing increasing email volumes.

LEGACY DATA IMPORT PROCESS

Global Relay's Data Services Team supports the customer in the legacy data migration process. The legacy data import is broken down into four phases: Prepare, Process, Verify, and Conclude.

DATA SERVICES: LEGACY DATA IMPORT



BENEFITS OF IMPORTING YOUR LEGACY DATA INCLUDE:



INDEXED DATA

All messages, including legacy data, will be indexed, enabling you to search on message headers, body, and attachments. You will also be able to distinguish between messages that have been captured proactively (imported legacy data) and messages that have been captured in real time.



TAMPERPROOF

A tamperproof copy of each message is preserved from the time of import, which is preferable to leaving the data in an environment that can be modified, altered or deleted.



CONVENIENCE

Have all of your current and historical messages contained in one secure database, from which you can perform rapid searches across different message types and many years of data.



DATA MANAGEMENT

Clean up your company's old email as part of a comprehensive data consolidation exercise. Restore, access, manage and consolidate your organization's past and present email and other digital communications in a unified cloud-based system – removing duplicates and providing instant search and retrieval capabilities.



SECURITY

Imported legacy data will be consolidated and preserved in our mirrored state-of-the-art data centers alongside all your new messages going forward.



eDISCOVERY TOOLS

The search capabilities of Global Relay Archive extend to legal case management and eDiscovery tools, helping you respond efficiently and thoroughly to audits and legal requests.

FAQ

Q: Who is responsible for legacy data collection?

The customer must provide Global Relay with their legacy data to import into the Archive.

Q: What import file types are supported?

We can ingest most common mailbox formats (RFC 822 / EML, PST, MBOX, MSG, NSF), but the most common file type we receive is PST. Customer understands and acknowledges that for Notes Storage Facility (NSF) files, a proprietary data format used by IBM Lotus Notes and Domino, Global Relay relies on the Domino API provided by IBM for the extraction/conversion of NSF files to EML format and for conversion error reporting. Accordingly, Global Relay is unable to guarantee the quality of extraction/conversion or conversion failure reporting which is done by the IBM Domino API.

Q: What about non-email message platforms?

Global Relay is not responsible to Customer for any Data Type or Third Party Networks (including versions and formats) that are not supported, or that are not technically able to be captured or ingested by Global Relay Archive for reasons beyond the control of Global Relay.

Q: What if I am importing legacy data from a prior archiving vendor?

Any Legacy Data Import that is provided to Global Relay must be in an industry standard format which has been tested and verified by Global Relay as supported by Global Relay Archive.

Q: What if I am importing legacy data from a mail server?

If your legacy data is exported off a mail server, please export the data by mailbox. This allows us to properly associate messages to individual users if users were Bcc or DL recipients. The user's primary email address will be added to the message as an additional recipient.

Q: How much data am I importing?

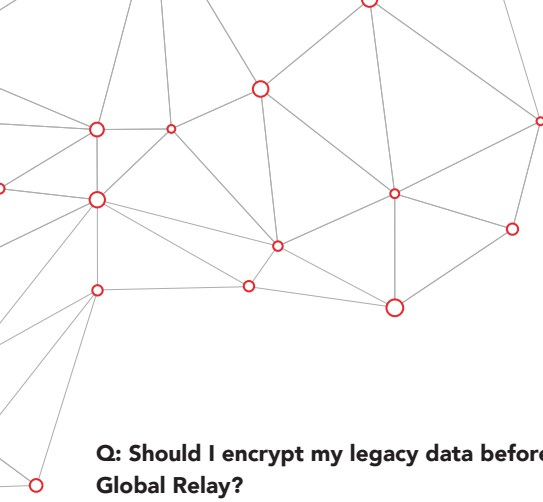
Contact your incumbent archive vendor for information on data size. Confirm with the vendor or your IT Administrator whether there is any compression on the data, and provide Global Relay the uncompressed data volume, if possible.

Q: What size should the data file size for import be?

- The most efficient import file size is 1-1.5 GB/file.
- With files larger than 5 GB, the chances of corruption and longer conversion/import time increases.
- If files are not of an appropriate size, we will request that they be broken down into multiple smaller files.

Q: What type of storage media should we use to send my legacy data to Global Relay?

- Global Relay accepts USB hard drives, CD/DVD, and SFTP.
- If the volume of legacy data is more than 50 GB, we request that you deliver your data to Global Relay on a portable USB or eSATA hard drive.
- For imports under 50 GB, upload via a secure FTP site is also possible.



CONTACT

Visit: globalrelay.com
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Email: info@globalrelay.net

Q: Should I encrypt my legacy data before shipping to Global Relay?

We strongly recommend that you encrypt your data prior to shipping it to Global Relay.

Q: Should I make an extra copy of my legacy data?

We strongly recommend that you make a copy of all legacy data before delivering it to Global Relay to protect against the unlikely event of loss or damage during transport.

Q: Are duplicated messages eliminated?

Global Relay's legacy import process uses an automated matching process to identify and eliminate duplicate mail items. We look for exact matches in the Message ID, sender/recipient information, and the time-date stamp (tolerance of 10 seconds). Only when all the criteria are an exact match will the message be de-duplicated.

Q: How do I verify that my legacy data was imported successfully?

Once Global Relay completes the import process, your organization must review and verify the imported data within the Archive and confirm in writing to Global Relay that the import was successful. Please contact Global Relay immediately if there are any issues with your legacy import.

Q: How long will my legacy data import take?

The timing for completing the import may vary based on the volume and complexity of your legacy data (e.g. attachments, the number of recipients on messages, etc.) for data processing and data storage. The number of other customer imports in the queue may also be a factor in timing. Please work with Global Relay to establish timing expectations.

Q: How much will the legacy data import cost?

The cost of the import is a one-time fee based on data volume (i.e. how many gigabytes/terabytes) for processing and storage. The legacy data volume is based on the volume of the data once converted from the native file format, but prior to de-duplication. Variations in data format will cause processing delays and may result in additional charges. Professional Services fees may also apply.

ADDITIONAL INFORMATION FOR CONSIDERATION

1. Ask your legacy data source provider for a message report or other means to help you determine if there are any message gaps in your data set.
2. If you have multiple message types, make sure they are separated and clearly identified.
3. If exporting by mailbox, when possible, always export by SMTP address and not by x400/x500 address.
4. Understand the contents of your data. Does your data containing the following, and how is it displayed? This will help with your import verification.
 - › **Date/Time** - e.g. In what time zone is the data represented?
 - › **Recipients (To, From, Cc, Bcc, Auto-forward)** - e.g. Where can Bcc information be found in the header?
 - › **Attachments** - e.g. Are all attachments exported with the message?
 - › **Email Content** - e.g. Is the body complete and not truncated?

