Microsoft Exchange Archiving Agent

BridgeHead

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Email is now more prevalent in hospitals than ever before and as a result, email data is growing at a phenomenal rate. What is interesting about this data is that the vast majority is more than three months old and highly unlikely to be read again. Healthcare IT is tasked with the challenge of managing these growing email environments in the most cost effective and efficient ways possible.

The BridgeHead Exchange Archiving Agent provides a long-term solution for managing email data within a hospital. It provides a policy engine by which email content can be profiled so as to determine whether it can be stored more efficiently elsewhere e.g., on cheaper storage facilities. It can archive identified content, whether Exchange mailboxes, public folders or personal store files (PST), all without end user knowledge or intervention. As a result, the BridgeHead Exchange Archiving Agent helps hospitals reduce the size of their primary Exchange stores, reducing storage costs and dramatically improving backup and recovery windows.

KEY FEATURES

- Reduces the size of Exchange servers & allows growth to take place on more cost effective storage
- Works alongside BridgeHead's Exchange Backup Agent to optimize backup and create an efficient DR strategy for email
- Options to receive a copy of ALL emails sent & received using the Exchange Journal
- Outlook add-on available to ensure users are unaware and unaffected by email archiving
- Simple and efficient policy engine to locate and action content
- Manages content in Exchange server mailboxes and public folders
- Full management of PST archiving from location and identification to migration
- Integrates Exchange content into BridgeHead's HDM Platform

Technical Overview

The BridgeHead Exchange Archiving Agent provides a simple and efficient policy engine to manage the four types of archiving required in a Microsoft Exchange environment:

1. Mailbox Archiving

In order to manage the size of a hospital's Exchange servers, it is essential to locate and profile the data across users' mailboxes. The BridgeHead Exchange Archiving Agent can identify content by a wide variety of parameters (e.g. age of item). It is then able to move, copy or delete that data, as required. If content is archived, the original item can be replaced by a pointer file, lessening the burden on the server (all carried out automatically based on the policies set and completely unaffecting the user).

2. Journaling

Where hospitals may have a regulatory requirement to maintain a copy of all emails, it is likely that Exchange Journaling will be activated. However, in doing so, this will create a data explosion in Exchange with a knock-on effect of rapidly increasing the demands on storage. The BridgeHead Exchange Archiving Agent quickly removes these items from the server and ensures that they are stored safely in the archive. During this process, the files are indexed in order to facilitate easy searchability by authorised users.

3. PST Migration

The BridgeHead Exchange Archiving Agent provides a comprehensive PST migration management environment, spanning the initial undertaking of a full audit and mapping of available PST files through to their migration and removal.

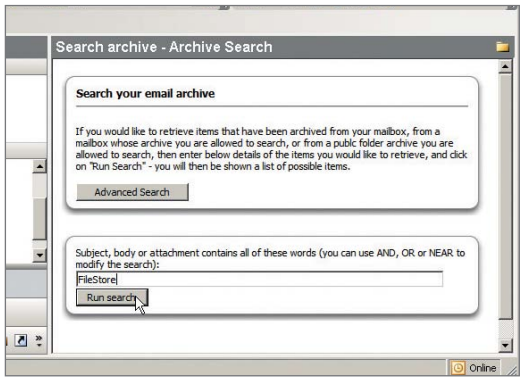
4. Public Folder Archiving

Hospitals still using Public Folders may also be faced with large amounts of data to manage. Much in the same way as the archiving of users' mailboxes (see Mailbox Archiving above) the BridgeHead Exchange Archiving Agent can remove, archive or copy content from the Public folder trees via its policy engine.

Recalling Content

Email tends to be one of the most emotive of services in a hospital's general IT portfolio. If users cannot access email for even a few moments then calls to the help desk start. The BridgeHead Exchange Archiving Agent ensures that end users do not know that archiving has occurred by replacing the original item with a pointer file. When the user clicks on a pointer file, they are unaware that the item is now being recalled from the archive. This means that no user training is required, dramatically lowering the TCO of the Archiving Agent.

Example of pointer files. All that a user sees is a slight change in the email icon.



Search from within Outlook is available for more advanced users.

Functional Specification

Version	Support
Exchange 5.5 & 2000	Limited
Exchange 2003/2007/2010	Full
Outlook	2003 Onward. This is not a requirement and is only needed for seamless pointer file handling.

Table 1 Supported Exchange Server Versions

BridgeHead's core services run on Windows Servers – 2003 or 2008, 32 or 64 bit.

For more information on how BridgeHead Software can help lower the cost and administrative burden of managing your healthcare data, contact us at: **info@bridgeheadsoftware.com** or visit us at: **www.bridgeheadsoftware.com**

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BridgeHead

With 20 years' experience in data and storage management, and 10 years in healthcare, BridgeHead Software is trusted by over 1,000 hospitals worldwide.

Today, BridgeHead Software helps healthcare facilities overcome challenges stemming from rising data volumes and increasing storage costs while delivering peace of mind around how to **STORE**, **PROTECT** and **SHARE** clinical and administrative information.

BridgeHead's Healthcare Data Management (HDM) solutions are designed to work with any hospital's chosen applications and storage hardware, regardless of vendor, providing greater choice, flexibility and control over the way data is managed, now and in the future.

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