Introduction
The data explosion that has burdened corporations and governments across the globe for the past decade has become increasingly expensive and difficult to manage. Most organizations now manage terabytes, if not petabytes, of business-critical information, the sources of which also continue to proliferate, on-site and in the cloud.

Symantec Enterprise Vault.cloud™
Symantec Enterprise Vault.cloud™ is a cloud-based archiving service that helps organizations better store, manage, and discover business-critical information. The service is quick and easy to deploy and provides unlimited storage and retention for a predictable monthly fee.

The service has two components:

• **Symantec Enterprise Vault™ Personal.cloud**—Purpose-built for your users and delivers a highly intuitive experience that makes it quick and easy for them to locate the archived information they need directly from their email client or any supported Web browser.

• **Symantec Enterprise Vault™ Discover.cloud**—Provides your organization's legal team and outside counsel with roles-based access to archived information, helping to expedite the eDiscovery process, and significantly reduce the burden on your IT team.

Features and benefits
Enterprise Vault.cloud defensibly captures business-critical information in a single and tamper-proof online repository within Symantec’s secure and private multitenant data centers. It delivers an intuitive end user experience that features advanced search filtering capabilities and delivers rapid results. Plus, the built-in collaborative eDiscovery workflow provides legal teams with self-service access to the archive, expediting the eDiscovery process. Requiring no mandatory hardware, software, or plug-ins, the service frees up IT resources to focus on other projects.

• **Cloud-based archiving service**—Reduce the management burden on your IT staff and resources with a solution that requires no mandatory hardware, software, or client plug-ins.

• **Rapid search and retrieval of archived information**—Get search results in just seconds with scalable grid architecture and advanced filtering capabilities that enable your users to quickly locate their desired dataset.

• **Collaborative eDiscovery workflow**—Expedite the eDiscovery process by giving your legal team and outside counsel roles-based access to the archive so that they can collaborate on matters and investigations.

• **Unlimited storage and retention**—Ease storage and budget concerns by providing your users with unlimited archive storage and retention for a predictable monthly fee that includes automatic upgrades, maintenance, and customer support that is available 24 hours a day, seven days a week, 365 days a year.

Figure 1. Information is captured and stored in secure and private multitenant data centers.
Archive multiple content sources

Enterprise Vault.cloud captures content from the following sources:

- Microsoft® Exchange
- Microsoft® Office 365
- IBM® Domino®
- BlackBerry® SMS and PIN
- Microsoft SharePoint®
- Salesforce Chatter™
- Box

Exchange and Domino archiving

Enterprise Vault.cloud leverages the native journaling capabilities of Exchange and Domino to capture all emails and attachments sent and received in their original format into a single, online repository specifically created for your organization. Messages are encrypted in transit to the archive (TLS encryption) and at rest (AES 256-bit encryption) in Symantec’s secure and private, multitenant data centers, which are designed to provide 99.99 percent service availability. As each message enters the archive, it is time stamped, serialized, and given a unique signature to ensure its authenticity in a court of law.

Information is retained in the archive according to your organization's specific retention and/or other preservation (e.g., legal hold, regulatory guidelines) requirements.

End user access and search

Enterprise Vault.cloud delivers a highly intuitive user experience for your employees designed to ensure ultimate end user acceptance. Your users can search their archived information in seconds directly within their familiar email client (Microsoft Outlook® or IBM® Notes®) or using any supported Web browser, and quickly locate the desired dataset with advanced filtering capabilities, which can be applied and removed as needed.

Conducting a single search in the archive executes a federated search across all archived information (email, attachments, files, social media) as well as everything live in your users' inboxes and any legacy PST or NSF files that have been ingested into the archive. Search terms are highlighted in the search results so that your users can quickly decide if they need to narrow the results further.

If a user locates a message they need in the archive that is no longer in their inbox, they can instantly restore a copy back to their inbox—without help from IT. They also have the ability to compose new emails, reply to, or forward messages directly from their archive.

Users that frequently run the same search will benefit from functionality that allows them to save searches and rerun them with a single mouse click. The tabbed interface allows users to open multiple messages at once, and easily switch between them without losing previous views or open...
messages. In addition, Enterprise Vault.cloud preserves the most recent search session so that a user can logon from a different computer and continue the search that was already in progress.

**Personal Storage Table (PST)/Notes Storage Format (NSF) ingestion**

Minimize free-range email files (PST/NSF), and the risks associated with them, by having them ingested into the archive and making them available to your users via their personal archives. All PST and NSF files are indexed upon ingestion so that your users can easily browse them from their personal archive and perform federated searches across all legacy email and new mail stores.

All ingestions are managed by the Enterprise Vault.cloud Data Management team. Each team member is focused on preserving chain of custody throughout the ingestion process and working with your IT team to ensure that your organization’s legacy messages and attachments are properly ingested into the archive.

**PST folder replication**

PST folder structure can be preserved upon ingestion, making it easy for your Outlook users to locate messages in the archive.

**Folder synchronization**

If you are using Exchange, you have the option of adding Folder Synchronization functionality to your Enterprise Vault.cloud deployment. This feature synchronizes users' Outlook folder structures in their archive, allowing them to browse their archives just as they would their inboxes.

**Directory synchronization**

The Enterprise Vault.cloud CloudLink tool, which is available at no additional charge, allows your system administrator to synchronize your Domino Directory or Microsoft Active Directory® with the archive.

**Web folders**

If you are using Exchange, CloudLink also allows your administrator to quickly create, configure, and push out Web folders for Enterprise Vault Personal.cloud to all of your users simultaneously.

**Mailbox management**

Enterprise Vault.cloud offers a worry-free approach to mailbox management, benefiting your IT team and users. With its unlimited storage, Enterprise Vault.cloud enables you to confidently expire messages and attachments saved on the mail server using native capabilities.

Your end users benefit from rapid and secure access to archived information (saved in its original format) directly from their familiar email client or any supported Web browser.

In addition, if you have a mail server upgrade or migration planned, archiving first can improve the time and efficiency of the project since your team no longer has to move or convert the majority of data from your old mail platform to the new one.

**Microsoft Office 365 archiving**

Enterprise Vault.cloud allows you to easily add advanced archiving and eDiscovery capabilities to your Office 365 deployment, helping you satisfy your organization’s legal and compliance requirements.

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1. Only available with Office 365 plans that support journaling.
Easily deploy the archive

Enterprise Vault.cloud is the only third-party archiving solution with automated directory sync to Office 365, allowing your IT team to manage and provision users and mailboxes in one place. In simple terms, each time a new Exchange Online user is created in Office 365, a new archive account is automatically provisioned for them in Enterprise Vault.cloud. This functionality also allows your IT team to automatically synchronize email addresses in Office 365 within the Enterprise Vault.cloud archive.

Provide a seamless end user experience

Enterprise Vault.cloud offers Single Sign-On (SSO) capabilities through its integration with Active Directory Federation Services (ADFS) 2.0, which supports the Security Assertion Markup Language (SAML) 2.0, for SSO. This integration allows your users to access their personal archive in Enterprise Vault.cloud directly from Outlook using their existing Active Directory username and password.

BlackBerry archiving

Enterprise Vault.cloud for BlackBerry allows your organization to capture SMS and PIN messages into a single online repository so that you are better prepared for eDiscovery requests, audits, or internal investigations. With this information safely stored and indexed in the archive, it makes it easy to perform advanced searches and quickly find messages of interest (even if they no longer remain on the server). BlackBerry messages are retained and preserved according to corporate policy or in the case of litigation—even if they are deleted from a user’s BlackBerry device. End users can also be given access to these archived messages so that they can search and retrieve them, if needed.

File archiving

Enterprise Vault.cloud provides file archiving capabilities for documents stored in SharePoint document libraries and Box. This add-on functionality allows your organization to proactively prepare for legal discovery requests or other investigations. All files are archived in a centralized and tamper-proof online repository. Archived files are indexed upon capture and can be quickly searched and exported based on specific keywords or other file characteristics. Files can be placed on legal hold or retained based on global or granular retention policies—and remain in the archive, even if they are deleted from SharePoint or Box. End users can also be given access to archived files so that they can search and retrieve them, if needed.

Salesforce Chatter archiving

Enterprise Vault.cloud for Salesforce Chatter is an add-on feature that allows employees at highly-regulated organizations to engage in valuable Chatter interactions, while satisfying compliance and eDiscovery requirements. Enterprise Vault.cloud leverages native Application Programming Interfaces (APIs) to archive Chatter posts, including private and public messages and attachments, in a centralized and tamper-proof online repository. All posts and attachments are indexed upon capture so that they can be searched and exported based on specific keywords or message characteristics. Posts and related attachments can be placed on legal hold or retained based on global or granular retention policies—and remain in the archive, even if they are deleted from Chatter. End users can also be given access to archived posts so that they can search and retrieve them, if needed.

Collaborative eDiscovery workflow

Collaborative eDiscovery workflow encompasses all the matter management capabilities in Enterprise Vault Discovery.cloud that allow multiple reviewers to interact and collaborate on a specific matter as part of the eDiscovery process. Once a matter is created, your administrator can provision each reviewer with distinct privileges, allowing them to perform functions such as reviewing messages, viewing matter logs/reports, creating exports, managing other reviewers, and/or editing a matter. Once they are granted access to the matter, your designated reviewers can use basic and advanced search features (e.g., search-within-search) to find information relevant to the matter. These searches can be
saved and assigned to various reviewers to distribute the workload and expedite the legal discovery process. Reviewers can also place archived information on hold, apply review statuses or labels, tag archived information, and add notes that can be reviewed by other reviewers working on the matter.

Messages can be exported in EML, PST, and NSF formats with or without EDRM XML files so that they can be easily imported into solutions like the Clearwell eDiscovery Platform by Symantec™. In addition, Enterprise Vault Discovery.cloud offers reporting functionality that allows your reviewers and administrators to view audit trails for the history of an entire matter.

Search-within-search
Most users are accustomed to form-based search functionality that forces them to rerun a search if the results are not what they intended. Enterprise Vault Discovery.cloud takes a completely different approach with its search-within-search functionality (also called iterative search), which allows your designated reviewers and administrators to build iterative searches using several different criteria and continually refine searches until the desired results are achieved. If the searcher adds criteria that narrow the results too significantly, they can simply delete the term that limited the results, without having to rebuild the entire search.

Retention
A defined retention management strategy is critical for any organization. Enterprise Vault.cloud provides several options to help your organization manage its retention needs. A default retention policy can be applied to all archived information. If your organization requires more granularity, Enterprise Vault.cloud offers group-based retention, which allows your organization to create a retention policy which extends the retention period for information in the archive associated with those in certain job roles or functions (e.g., C-level executives can be assigned a longer retention period than the rest of your employees). In addition, your organization may opt for tag-based retention, which allows your administrator to push out retention tags to your users so they can decide which information they wish to keep for an extended period of time.

Mailbox continuity
Symantec Enterprise Vault™ Mailbox Continuity.cloud, an add-on feature, helps maximize email availability and guard against the disruption and data loss that can result from an email outage. The service provides organizations with a hosted email failover system that automatically activates when an outage occurs, allowing users to continue sending messages.

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2 Requires Symantec Email Security.cloud.
and receiving messages through their active internet connection—without interruption.

**Security**
Symantec takes security very seriously and follows the philosophy of security in-depth, which employs a layered approach to ensuring data confidentiality, integrity, and availability. Physical, technical, and administrative access controls are leveraged to protect Symantec’s infrastructure and customer data. Our approach is based on the three key tenets of security:

- **Confidentiality**—Enterprise Vault.cloud is designed and architected to help prevent unauthorized users from accessing information within the service delivery infrastructure. Customer data is protected at rest with AES 256-bit encryption to ensure only authorized access. Customer data is also logically segregated within the archive.
- **Integrity**—Enterprise Vault.cloud is designed to help prevent your customer data from being altered during transmission using industry standard encryption protocols in the form of Secure Socket Layer (SSL) and Transport Layer Security (TLS). Additionally, multiple layers of control are provided including the provisioning of unique customer journal addresses and customer IDs.
- **Availability**—Enterprise Vault.cloud is provided from highly robust, top-tier data centers, designed to provide high availability. Its systems are redundant to ensure services and data remain available in the event of a failure.

**Predictable cost structure**
Enterprise Vault.cloud offers unlimited storage and retention for a predictable monthly fee, allowing you to accurately forecast your archiving costs year-over-year, regardless of your data growth. All system maintenance and upgrades are included in your monthly fee. In addition, your administrators and end users have access to customer support representatives who receive in-depth and ongoing training on Enterprise Vault.cloud and are available 24 hours a day, 7 days a week, 365 days a year.

**Symantec archiving solutions**
Symantec provides your organization with the flexibility to deploy best-of-breed archiving solutions on-premise, in the cloud, or as a hybrid model, in order to best meet the immediate and long-term information management goals of your organization.

- **Symantec Enterprise Vault™**—The industry’s most widely-deployed, on-premise enterprise archiving solution offers customers a central archive platform to optimize storage, enable retention and defensible deletion, and improve search and eDiscovery needs across Exchange and SharePoint, Domino, file servers, and additional content sources.

- **Symantec™ Managed Enterprise Vault™**—A monitoring, management and support service for organizations that want to retain their data on-premise while leveraging the benefits of remote management. Customers are supported by the Symantec™ Business Critical Services team, who are experts in both service delivery and the Symantec archiving technologies.

- **Enterprise Vault.cloud™**—A cloud-based archiving service that helps organizations better store, manage, and discover business-critical information. Enterprise Vault.cloud securely and defensibly captures information in a single repository. It delivers a highly intuitive end user experience, with seamless access and rapid search functionality. Plus, the built-in collaborative eDiscovery workflow provides legal teams with roles-based access to the archive, expediting the eDiscovery process.

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3 Information Archiving Market 2012-2016, Radicati Group, July 2012 (based on WW market share)
Fact Sheet: Archiving and eDiscovery
Symantec Enterprise Vault.cloud™ Overview

More Information

Visit our website
http://enterprise.symantec.com

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Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.
For specific country offices and contact numbers, please visit our website.

About Symantec
Symantec protects the world’s information, and is a global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment – from the smallest mobile device, to the enterprise data center, to cloud-based systems. Our world-renowned expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at www.symantec.com or by connecting with Symantec at go.symantec.com/socialmedia.

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