**Message Archiver**
**Service Description**

**Introduction:**
Email has both revolutionised and imprisoned the business world, and is now the most prevalent form of business communication: accounting for 65% of all correspondence. Both message volumes and average message size have grown year on year by circa 40% and 20% a year respectively.

We all know that email is simple to create, handy to use, and easy to send; however, by relying solely on today's backup procedures (or worse, no procedures), data and financial loss are inevitable.

Conventional backups made for disaster recovery are not a substitute for message archiving; furthermore it is expensive and time-consuming to recover data from a tape backup. Email that is accidentally or intentionally deleted may well be unrecoverable.

Complimenting Cobweb Hosted Exchange by adding Cobweb Message Archiver solution*, powered by Global Relay, provides businesses with an enterprise-class message archiving, monitoring and discovery solution. The Message Archiver solution secures your business information via Global Relays Canadian east/west coast data centres.

*Cobweb Message Archiver can only be used with Cobweb Hosted Exchange Service*

## 1. Benefits of Message Archiver

- Your company will never lose messages again. It's a fool-proof backup and automated disaster recovery tool, alleviating the heavy burden on your IT personnel.
- Easily add the Message Archiver solution to your Cobweb Hosted Exchange service. You will eliminate expenses related to growing message storage. No software, hardware or programming is required.
- No need to depend on disparate backup and storage systems, or the discretionary storage practices of employees to retain messages in their personal folders or create PST files.
- The Message Archiver keeps your business organised, boosts efficiency and collaboration by automating recordkeeping. Using 'best practice' procedures and safeguards, it helps enforce internal supervisory controls against inadequate data management practices.
- The Message Archiver has advanced search and retrieval system that provides rapid recovery of all email, attachments, indexes and audit trails, even if the original has been deleted.
- All users may rapidly view, retrieve, organise, reply to, forward, print or download any of their current or historical messages anytime/anywhere through any secure web browser.
- By preserving a permanent copy of every incoming, internal and outgoing email and any attachments, the Message Archiver provides an indisputable chronological time and date

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stamped record to help safeguard you in the event of customer, supplier or employee issues, errors or allegations. Customer message information has secure end-to-end multi-level encryption to ensure that privacy, confidentiality and non-disclosure obligations are upheld.

## 2. Security and Data Protection

The archiving process has secure end-to-end dual encryption using highest level Advance Encryption Standard (AES) and Rivest, Shamir and Adleman (RSA) dual encryption, and a simultaneous secondary Digital ID via an RSA bit key for highest encryption. Global Relay has provided Message Archiver solutions since 1999 without a single incident of data loss.

The Message Archiver is specifically engineered to provide a total regulatory and legal compliance solution for companies subject to the requirements of the Data Protection Act 1998, the Financial Services Authority and the Freedom of Information Act 2000 for public sector organisations for example:

- Proven reliability since 1999
- Off-site, mirrored storage in dual east/west coast Canadian data centres with optional non-rewritable, non-erasable dedicated WORM media with off-site backup
- Dedicated professional Global Relay compliance team with the highest synergy of business, technical and legal expertise
- Global Relay services provide your business with a superior balance of technology, service, support, training and affordability: to efficiently help your business meet regulatory, audit, corporate governance, discovery requests and other business needs

## 3. Message Archiver

The Message Archiver solution; powered by true search engine technology will retrieve any message in seconds regardless of volume or age. The solution offers unlimited online storage for the long-term preservation, management and retrieval of email and attachments.

With secure web-based personal message management tools, users may view, reply to, forward and download all their current and historical messages, and even create new mail. You will never lose email again!

## 4. Service add-on options

The following two chargeable service add-ons are available for the Cobweb Message Archiver solution.

### 4.1 Compliance Reviewer
A multi-tier, turn-key supervisory system with one-click compliance, one-second review and categorisation by flags, priorities, folders and labels. Email policies for proper usage,

corporate governance and compliance are easily enforced and monitored. Rogue messages are identified by keyword filtering, specific query or random sampling.

### 4.2 Storage Robot

A secondary near-online storage (NOS) solution using dedicated, tamperproof WORM (Write Once, Read Many) drives with write verification (used in addition to primary online SAN storage), to provide an authentic, evidentiary quality copy of every message.

## 5. Service Availability

Global Relay will make commercially reasonable efforts to cause the Services to be available to its Customers at all times, excluding Scheduled Down Time (down time resulting from normal scheduled maintenance, Major Upgrades or critical fixes, which will be scheduled outside normal Business Hours, to the extent possible). Global Relay reserves the right to immediately implement critical security patches, critical fixes or software/hardware modifications/updates that repair or prevent a Service impacting situation.

## 6. Standard Support

- The service is supported 24/7 via Email and Online Support Form for all severities and in addition by telephone for Severity 1 incidents
- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2,3 and 4 incidents will be progress during Core Hours of business
- Access to customer support is for named customer administrators only

## 7. Support Hours

- Core Hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK Public Holidays

The Message Archiver solution is delivered as a fully managed solution with 24*7 technical support. With predictable monthly costs, you can experience significantly lower total cost of ownership and receive an archiving solution that meets your needs.

## 8. Messaging Compliance

It is critical for certain companies to ensure that business records must now be protected at all junctures to prevent document tampering and destruction. Regulatory compliance serves to promote corporate accountability; especially when a company is involved in audits, investigations, litigation or other formal proceedings. Message Archiver and Compliance Reviewer from Cobweb provide your business with the right tools to help adhere to corporate governance and good business practise.

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## 9. Data Retention

The data retention is unlimited whilst taking this service and a Hosted Exchange service from Cobweb. Upon termination of the Message Archiver Services, the Customer may request by Notification the pickup by courier of its dedicated WORM drive(s), or request by Notification, the return of a copy of Data stored by the Customer on Global Relay's Systems. Any request by Notification shall not be unreasonably denied and will be subject to a reasonable fee, determined by Global Relay based on the digital media and format requested and amount of Data to be returned.

Alternatively, the Customer may instruct Global Relay to delete all Customer Data upon written Direction & Release to Global Relay's legal department. In the event that Global Relay does not receive Notification from the Customer requesting return of the dedicated WORM drive(s) and/or a copy of such Data prior to, or at the time, of cancellation or termination, then the Customer is hereby put on notice that Global Relay may, without liability to the Customer, delete all such Customer's Data after 120 days from the date of termination. Global Relay will provide 30 day's Notification before any such deletion.

## 10. Data Retention

### 10.1 Ownership of Customer Data

Global Relay acknowledges that all Customer Data it receives from the Customer is proprietary to and exclusively owned by the Customer. Nothing in this Agreement grants Global Relay any right, title or interest in or to any Customer Data. For Customers that have purchased and engaged Global Relay's Message Archiver compliance services, where a copy of all Customer Data is written to dedicated WORM (Write Once, Read Many) media, such dedicated WORM drive(s) are deemed to be the sole property of the Customer and as such, the Customer may request by Notification the courier pickup of such dedicated WORM drive(s), within a reasonable time, at no extra fee, other than the cost of delivery.

### 10.2 Production & Delivery of Customer Data

Every Customer using the Message Archiver Services has immediate online access via any secure web browser to all its Data for the full Services Period (including all employees if enabled). The Customer also has the option to request by Notification, a partial or full copy of its Data stored by the Customer on Global Relay's Systems, for a reasonable fee *determined by Global Relay based on the format requested by Customer (and agreed upon by Global Relay in consultation with the Customer) and the amount of Data to be produced and delivered.

### 10.3 Archive Data Capture

Customers using the Message Archiver understand and acknowledge that it is a server-based system engineered to capture and archive incoming, internal, outgoing electronic communications of the Customer. Accordingly, the Customer expressly agrees that it is the sole responsibility of the Customer to ensure that all electronic records required to be archived are properly forwarded to the Message Archiver. The Customer must notify Global Relay of all email domains and other types of electronic communications required by the Customer to be archived. Global Relay shall not be liable to the Customer for any records that are not technically able to be captured by the Message Archiver for reasons beyond the control of Global Relay.

### 10.4 Control of Customer Data

The Customer understands and acknowledges that the Customer Data being stored in Global Relay's Systems is managed and controlled via the actions of the Customer and the Customer's Users. Notwithstanding that Global Relay is committed to making every commercially reasonable effort to ensure a high level of Data security and redundancy, the Customer acknowledges that neither the Services Terms & Conditions, nor the use of Global Relay's Services shall relieve the Customer of any responsibilities or liabilities associated with the Data it stores on Global Relay's Systems and that duplicate copies of the Customer's Data should also be maintained by the Customer.

### 10.5 Compliance with Regulation

To the extent applicable to the Customer Data which is within Global Relay's control, the Customer understands and acknowledges that any related compliance requirements that the Customer may need to satisfy requires the proper, authorized and timely use of Global Relay's services by the Customer.

### 10.6 Monitoring

The customer understands and acknowledges that the Customer is solely responsible to monitor the delivery of messages to the Message Archiver and should notify Global Relay of any delivery failures or outages. For instance, if Journaling is disabled for an upgrade, patch, or maintenance, the Customer must ensure that no messages are transmitted through the email server until Journaling is enabled again.

## 11. Administration

Administration is provided through the web-based "Control Panel" Self Care Administration Portal.

Functionality available to Customer Administrators through the Control Panel includes:

- Add New Users
- Edit Existing Users
- Disable User Accounts
- Order additional services

## 12. Service Details

| Function/Features | Included |
|---|---|
| Message Archiver | √ 10 users or more **or** minimum of £35 spend per company |
| Compliance Reviewer | Optional* |
| Storage Robot | Optional* |
| Dual Encryption | √ |
| Web-Based Message Management tool | √ |
| Standard Support | √ |
| Data Retention | The data retention is unlimited whilst taking this service and a Hosted Exchange service from Cobweb |
| Upgrades & Downgrades | Customers are able to switch between one, three, five and seven year terms but most contact Cobweb Solution in writing for authorisation and switch management.* |
| Data Copy | Upon termination the customer may request the return of a copy of Data stored on Global Relay's Systems for a reasonable fee.* |
| Migration Service | Contact Sales to discuss individual needs* |

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