

Symantec Enterprise Vault™

Automatic Classification Engine

Overview

Email archiving helps to facilitate the long-term retention, management, and discovery of information to optimize IT efficiencies and lower business risk. But as messaging volume grows, organizations are becoming increasingly interested in controlling storage and operation costs by utilizing message classification.

By automatically classifying email (for example, as Business, Personal, or Junk), organizations can zero in and decide whether or not to store a message. They can then set granular retention policies across different categories of information and determine the optimal storage media to utilize—helping to significantly lower operations costs as they keep the size of the archive in check. Additionally, accurate classification of messages provides context, enabling easier retrieval and processing.

Key benefits

- Automatically classify and archive email based on content and metadata
- Lower storage costs and resources
- Avoid archiving junk or irrelevant content (e.g., newsletters, bounce messages)
- Provide context and insight into what is archived
- Enable granular retention
- Search and review faster and more efficiently

Symantec Enterprise Vault™

Automatic Classification Engine (ACE)

Symantec Enterprise Vault Automatic Classification Engine (ACE) software extends the existing capabilities of Enterprise Vault to include intelligent, content-based categorization and tagging of email. Specifically, automated classification enables Enterprise Vault to apply rules to email and categorize messages according to content or context.

Symantec Enterprise Vault ACE enables content-aware archiving by:

- Determining whether email needs to be archived or discarded.
- Assigning appropriate tags to each email. One tag corresponds to a retention category, which determines how long the email is retained in the archive.
- Enabling greater efficiency by the Symantec Enterprise Vault Discovery Accelerator and Compliance Accelerator tools. These tools leverage the tag categories to enable managers to zero in on items of interest when searching for and reviewing archived email, or including or excluding content for review.

How it works

Symantec Enterprise Vault ACE software offers a Web-based policy editor that allows administrators to configure and enable multiple tagging rules (as many as 50) based on various customizable or predefined conditions. Flexibility is key, because rules can be established on multiple levels. For example, an administrator can define which groups in Microsoft® Active Directory® are automatically included or excluded from a rule, while at the same time searching for keyword content of a message (e.g., criteria matching subject, body, or attachment) and additional properties. Tagging rules also allow for certain actions to be taken on messages, including retention setting, exclusion, and flagging for review with the Symantec Enterprise Vault Compliance Accelerator.

Rule types

- Predefined content (50 different types available), including:
 - Attorney-Client Privilege
 - Legal Documents (attachments)
 - Anti-Money Laundering
 - Customer Complaints—Legal
 - Attachments—Audio and Video Files
 - Offensive Language
 - Sexual Harassment
 - Chain Mail
 - Compensation Discussions
 - Financial Attachments—Invoices, Bills, POs
- User-defined content
- User-defined recipients
- Attachments

Rule settings

- File names
- Keywords
- External senders only
- Included and excluded Active Directory groups
- Recipients
- Retention tag
- Rule name
- Search scope
- Select for review

Symantec Enterprise Vault ACE software requires a Base machine and an Agent machine. The Agent machine hosts Enterprise Vault and pulls email from the journal mailbox in Microsoft Exchange. Enterprise Vault uses a journal task to pass the email to the tagging agent, which in turn passes them to the Base machine. The Base machine hosts the Automatic Classification Engine and the central management database. The policy engine then processes the email and attaches category tags and retention tags to them according to the rules they trigger. Finally, the processed email, plus any associated tags, is returned to Enterprise Vault for storage in the Enterprise Vault archive.

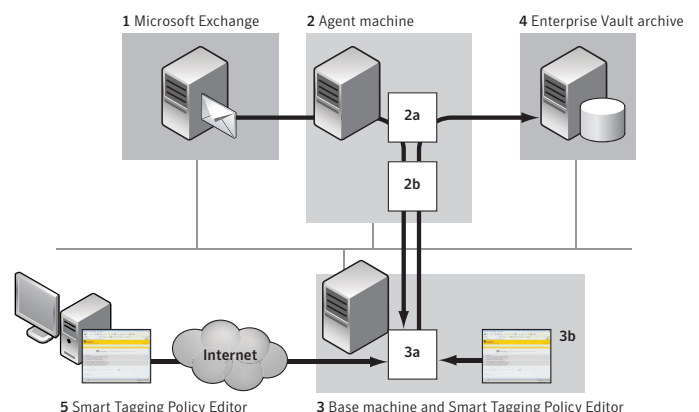


Figure 1. Automatic Classification Engine architecture

On the Agent machine (2), the Symantec Enterprise Vault solution (2a) pulls email from the journal mailbox in Microsoft Exchange (1) and passes them to the tagging agent (2b). The tagging agent then passes email to the Base machine (3). The policy engine (3a) processes the email by attaching smart tags and setting the retention tag according to any rules that the email triggered. Processed email, plus any associated category tags and retention tags, is returned to Enterprise Vault for storage in the Enterprise Vault archive (4).

Lowering costs of e-discovery and enabling regulatory compliance

Automated classification enables staff responsible for legal and regulatory compliance to rapidly identify and access the highest priority communication they need in order to retrieve, review, audit, and produce documents. Authorized users can easily exclude messages, such as privileged communications, when responding to a subpoena or preparing for litigation.

Symantec Enterprise Vault ACE software gives organizations the ability to control what is in the archive and locate the content they need quickly, helping to lower the costs associated with e-discovery and optimizing storage requirements.

Symantec Enterprise Vault

Symantec Enterprise Vault is a software-based intelligent archiving platform that stores, manages, and discovers corporate data from email systems, file server environments, instant messaging platforms, and content management and collaboration systems. Because not all data is created equal, Enterprise Vault utilizes intelligent classification and retention technologies to capture, categorize, index,

and store target data. This enables businesses to enforce policies and protect corporate assets while reducing storage costs and simplifying management. Enterprise Vault also provides specialized tools such as Discovery Accelerator and Compliance Accelerator to mine archived data in support of legal discovery, content compliance, knowledge management, and information security initiatives.

Product requirements

Base and Agent machines

Operating system

- Microsoft Windows Server® 2000 or Windows Server 2003

Hardware

- 1 GB RAM
- 100 MB free disk space

Connectivity

Base and Agent machines must be:

- In the same Windows domain
- Connected by a LAN running TCP/IP with:
 - High bandwidth (Gigabit Ethernet recommended)
 - Low latency (less than 1 ms)

Base machine only

Supported databases

- Microsoft SQL Server Desktop Engine (MSDE) included on distribution media
- Microsoft SQL Server 2000 or 2005

System software

- Microsoft Internet Information Services 6.0
- Microsoft .NET Framework version 1.1.4322 SP1

Data Sheet: Data and System Protection Symantec Enterprise Vault Automatic Classification Engine

Agent machine only

System software

- Symantec Enterprise Vault 6.0 SP3 or later
- Microsoft Outlook® 2003 with Service Pack 2

For a complete and updated list of requirements and supported hardware and software, please visit www.symantec.com.

More information

Visit our Web site

www.symantec.com/enterprisevault

To speak to a Product Specialist in the U.S.

Call toll free 1 (800) 745 6054.

To speak to a Product Specialist outside the U.S.

For specific country offices and contact numbers, visit our Web site.

About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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