

COMPLIANCE

Archiving/E-Discovery Service



Interested in more information?

Send an e-mail to the
Compliance Archiving/E-Discovery team at:
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Or to contact us by phone please call us at:
(916) 228-6406

An additional offering by the CA.mail service through OTech. This service provides for compliance archiving and discovery of email. In addition, this service provides for legal hold as identified by the legal staff of an organization. Email can be reviewed by or searched on for specific query criteria. Your department's data will not be altered and can be set to have specific retention and purging time criteria. Archived data will have audit tracking capabilities and will preserve the chain of custody.

What is the Compliance Archiving/E-Discovery service offering?

This service provides for archiving and discovery of email in civil litigation cases. In addition, this service provides for legal hold as identified by the legal staff of an organization.

Is my email data isolated? Can any other department see or search my Emails?

Your department's data is completely isolated from other departments email. You will only be able to search and retrieve emails that was sent or received by your department.

How will users access the archived data?

Users will access the archived data through a web interface.

What type of media will archives be on?

Data is stored on disk, not on tape, in our Tier III Data Center located in Rancho Cordova.

What formats can I export data to?

PST and CAB.

How do messages get deleted from the archive?

Messages are archived according to a storage policy with a defined retention period. The messages in the archive cannot be deleted until their target deletion date has past. Once deleted, the data cannot be restored.

How can I retain data for a potential legal matter or investigation?

Data can be retained using legal hold within CommVault's interface. You can define as many of these legal holds within the system. Legal hold repositories are retained indefinitely and can be disposed whenever the matter is resolved.

Are the contents of a Legal Hold searchable?

Yes, the content of Legal Holds is completely searchable just like a regular search. A user with rights to search within the Legal Hold container can use a number of real-time search functions.

How can I sign up for Compliance Archiving/E-Discovery?

Open an SR or contact your Customer Delivery Representative for assistance.

Can current Email data be ingested into CommVault's Archive?

Yes, your current Email data can be ingested into the Archive. You can create PST's from your mailboxes and then we can ingest the PST's.

Is there a one-time cost for ingesting existing email data?

There is an hourly cost charged at the OTech Consulting Service rate.

How long can I archive or store my email for and what will it cost?

Initially, there will be just one retention policy. Email will be stored for 2 years. Depending on customer interest, more retention policies will be added. The current rate(s) can be viewed at:
<http://www.servicecatalog.dts.ca.gov/services/email/camail/rates.html>