

The Importance of Having an Email Archiving Solution in Place

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LONDON - Last year the world witnessed the problems companies can encounter when it is found that emails, particularly those that contain evidence, have been erased. While most organisations assume they have free reign to delete emails, there are preservation laws in place that must be adhered to.

Emails that must be preserved for a designated amount of time include:

- Emails containing official business between employees.
- Emails sent to a third party concerning official business.
- Emails that are an extension of a phone call, such as a note to add something to the file. This includes internal and third party recipients.
- Emails that are private in nature, but sent through the organisation's resources.

The length of retention depends on the type of document and the business in which the organisation is in. Companies that deal with contracts are required to keep the documents for the length of the contracts, sometimes 30 years, plus seven years after its expiration.

"There are more examples than I care to count where a company failed to have proper policies in place," said Robin Bingeman, of the email management solution Cryoserver. "In some cases the organisation had an archive in place, but it was not being used correctly."

Good archives allow management to set the criteria for preservation, but once archived, the email cannot be altered or deleted. Archives are designed to place all emails sent to, from and within an organisation in the archive. Every email is saved, so that if an investigation began, the company could produce original emails.

"By not allowing users to manually select which to keep and which to delete, the company can produce emails in question and prove that it was not altered," said the [email archiving](#) specialist.

When an archive is working at its fullest potential, an organisation can have peace of mind that they are in compliance, said the [archiving solutions](#) provider.

Learn More

To learn more about Cryoserver archiving service, visit www.cryoserver.com or call toll-free (866) 311-1652 in the U.S. or 44(0) 800 280 0525 in Europe.

About Cryoserver

Cryoserver email archiving appliance works with various global partners and resellers in a number of markets worldwide. With clients in over 20 countries, the Cryoserver forensic compliance system is the world's leading compliance solution for email and other electronic data.

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