



**MAIL
ATTENDER**
FOR LOTUS NOTES



"Mail Attender is a great product. It has helped us reduce drive space on our email server and has allowed us to eliminate attachments that are non-business related."

Sharon M. Albright, System Administrator, Eckert Seamans Cherin & Mellott, LLC

RETURN ON INVESTMENT

Decrease Hardware Costs

With the enforcement of document and attachment deletion, Mail Attender can reduce the size of every mail database and lessen the need for additional hard drives or mail servers. Mail Attender also allows you to take preventative measures to control growth with the enforcement of quotas.

Mitigate Legal Liability

Corporate emails are commonly being used as evidence in lawsuits. By regulating employee usage, you can reduce the risk of sexual harassment claims, workplace lawsuits and internal security breaches.

Protect Authenticity

Activity restrictions allow you to protect the authenticity of emails from user alterations by preventing the editing and/or deletion of documents.

Reduce Time and Costs Associated with Search and Discovery

Finding and retrieving information can be very costly and time consuming. Mail Attender gives you the ability to search through mail documents and attachments (such as avi's, jpeg's and mp3 files).

Automate Time Intensive Tasks

Scheduled routine monitoring could conceivably take thousands of man-hours to complete and thereby, be impossible to perform manually. With the help of Mail Attender, you can reduce the administrator's workload for more efficient personnel usage.

Corporate email traffic is growing every day. Electronic communication has become a necessary business practice but one with innate risks that could harm an organization. Each day the news is flooded with lawsuits that uncover damaging information found in emails. Many employers are unaware of the amount and the type of information being stored by each user. In order to reduce liabilities and protect assets, it is imperative that companies begin to aggressively manage, monitor and regulate email usage.

Mail Attender for Lotus Notes is one of the most comprehensive mail administration products available in the market. Its extensive feature set provides unparalleled functionality that helps companies regain control of their email. With Mail Attender, management is executed from a central location and can be used to automatically enforce retention policies, archive/delete documents, remove non-business related attachments and control electronic sabotage. Also, since the best way to control risk is to control content, Mail Attender can perform keyword/phrase searches to audit inappropriate usage.

With this product, administrators can manage and report on mail databases in a variety of ways including: user activity, attachments, documents, mail access, personal agents and quotas. Another key feature of Mail Attender is its flexible configuration options in which mail restrictions can be applied to the entire company or to a subset of mail users.

"Excellent product that is saving us a lot of money. At Invacare, we're able to keep the size of our mail files flat by purging as much information as we accumulate in a given month. In fact, we haven't added disk space to our mail server since the purchase of Mail Attender two years ago. And with the flexibility of setting up different mail restrictions for different types of folders, we never have any complaints."

- Marc Creemers,
Lotus Notes Administrator
Invacare Corporation

CASE STUDY

A pharmaceutical company, using NT 4 & Win 2000, has average space reclamation of 4 GB per server with the use of document retention policies. To accomplish these savings, they are processing/deleting all Inbox and Drafts documents that are not foldered but are over 90 days old. In addition, they are processing/deleting all documents in the Trash folder older than 7 days.



MAIL ATTENDER FEATURES

Mail Attender is written in Lotus Notes using both Formula and LotusScript languages. The software runs on any Lotus Notes server with 5.x or 6.x and requires no add-in programs or architectural changes.

DOCUMENT MANAGEMENT

- Individual retention policy management per view/folder
- Documents can be 'Analyzed', 'Archived', 'Deleted' or 'Trashed'
- Notify users before deletion occurs
- Allows user-based extension
- Include/exclude Out of Office users (with grace period)
- Base retention on Creation, Delivery, Modification or Posted Date.
- Include/exclude Personal folders (wildcards)
- Include/exclude 'foldered' Documents
- Folder 'orphaned' documents
- Allow users to locate documents prior to deletion
- Manage documents via a date range
- Content management per database using key words/phrases
- Manage documents by field value (subject)
- Manage documents by size (include/exclude attachments)

ATTACHMENT MANAGEMENT

- Manage by name or wildcard (*.vbs, *.avi)
- Manage by size (> 5 MB)
- Manage by document age (> 180 days)
- Can manage users exceeding specified database size
- Can delete either the attachment or document
- Include/exclude Out of Office users (with grace period)
- Notify users 'n' times prior to deletion
- Archive duplicate attachments per server
- Folder documents containing the attachments
- Include/exclude 'encrypted' attachments
- Ignore specified number of originals per user

QUOTA MANAGEMENT

- Provides unique/enriched quota management
- Programmatic soft/hard quota enforcement
- Multiple soft quotas
- Enforce on 'clustered' and local replicas
- Real-time customizable user notification for Soft/Hard quotas
- User notification upon Soft/Hard non-compliance
- Can reduce user access (Author) upon non-compliance
- Can manage inherent Lotus Notes quotas.

ACTIVITY

- Restrict user deletion/editing of documents
- Secures evidence for court cases
- Base upon start/end dates, senders/receivers and subjects

OUT OF OFFICE

- Provides unique/enriched Out of Office capability
- No user agent enabling required
- Automatic 'disabling' upon 'end' date/time
- Single server-based agent for all users
- Requests can be scheduled in advance
- Uses start/end date and time specification
- Repeating 'Out of Office' requests
- Specify unique messages related to sender
- Administrators can limit domains to receive replies

ACL MANAGEMENT

- Automated mail database ACL management
- Allow user access to be reduced (Designer/Editor)
- Provide users with automated delegation ability
- Set the 'Administration Server'
- Provide management of all ACL properties/values

FOLDER MANAGEMENT

- Create personal folders
- Delete personal folders
- Delete empty personal folders
- Locate personal folders

PROPERTIES MANAGEMENT

- Manage calendar owner
- Manage cutoff delete
- Manage cutoff interval
- Manage replication priority and status
- Manage title

PERSONAL AGENT MANAGEMENT

- Track personal agents
- Delete personal agents
- Disable personal agents

REPORTING

- View space reclamation statistics
- View mail databases by numerous properties (Physical size, # of documents)
- View attachments by name, extension, and/or size
- View all quota non-compliant mail user by replica ID
- View active Out Of Office mail users
- View mail file template inheritance
- View mail database access/usage
- View client Lotus Notes version and OS platform
- View all ACL entries for mail users
- View incorrect Out of Office servers
- Extract mail user information for other applications

ARCHITECTURE

- Runs on all Domino platforms
- No Domino architectural changes required
- Uses LotusScript-based agents
- Server-based processing
- Customizable unique rules per server/group/user
- All administration performed from single database
- Several user notification methods

INSTALLATION

- Easy Lotus Notes-based installation
- Installed from single Lotus Notes client to all servers

