



# Email and Content Management Guide

Choosing the right data management solution can be the deciding factor in your ability to efficiently recover and restore email and content from Microsoft® Exchange and Microsoft® SharePoint® server environments. Before you make a decision, ask yourself the following questions to be sure you select the tool with the best overall functionality and value for your business.

**Email Management for Exchange:** Identify an email management tool that can extend your IT resources and bring the highest value to your organization through significant cost savings.

Questions to Consider	Ontrack® PowerControls™ Software	Other Technology
<b>Does the tool meet your regulatory compliance needs?</b> Choose a tool that preserves the content and metadata of the source files when collecting relevant information for litigation, ediscovery, or regulatory matters.	x	
<b>Does the tool run independently from your production environment?</b> Save considerable money and resources by choosing a solution that works directly with your backups without making changes to your current production and backup processes - and instead, runs on a Windows®-based workstation.	x	
<b>Does the tool open EDB files across multiple versions of Exchange?</b> It's important to find a solution that can search and restore across dissimilar Exchange versions to avoid headaches.	x	
<b>Does the tool work with un-mounted databases?</b> Mounting a database in RDB performs changes to the EDB/log files. Be sure your selected tool performs read-only on EDB/log files.	x	
<b>Does the tool allow you to search by specific criteria?</b> Eliminate the need to restore an entire backup to find an individual item by selecting a tool that can extract items based on specific criteria.	x	
<b>When using the tool, can source data reside on any drive?</b> Tools with this functionality minimize storage costs by not requiring data to be restored to a drive or array dedicated for Exchange users.	x	
<b>How intuitive is the tool?</b> Your chosen tool should create efficiencies by utilizing an intuitive GUI with a drag and drop interface.	x	
<b>Does the tool work with a variety of backup environments?</b> Get the highest level of flexibility with a tool that is "backup agnostic" - meaning it can recover from a variety of environments, such as: CommVault®, Symantec™, EMC®, HP® and more.	x	
<b>Does the tool allow you to preview messages prior to restoring?</b> Take the guessing game out of email management with a tool that allows you to search and preview messages before restoring.	x	
<b>Does the tool allow for easy Exchange migration?</b> To simplify your migration process, choose a tool that allows the complete merger of all mailboxes into a single information store without having to bring an old server online, and eliminates the need for old and new servers to be online while data is migrated.	x	

**Content Management for SharePoint:** Identify a content management solution that can recover and restore SharePoint content in less time, for less cost.

Questions to Consider	Ontrack® PowerControls™ Software	Other Technology
<b>Does the tool allow you to recover SharePoint content without fully restoring from a previous backup or snapshot?</b> Rather than restoring an entire backup in order to recover a few items, choose a tool that allows you to easily restore SharePoint content - or entire sites - in minutes.	X	
<b>How intuitive is the tool?</b> Your chosen tool should create efficiencies by utilizing an intuitive GUI with a drag and drop interface.	X	
<b>Does the tool eliminate same-site restore constraints?</b> Extend IT resources by ensuring that your chosen tool doesn't limit the restoration of SharePoint data to the same or even a duplicate server.	X	
<b>Does the tool directly read your existing content database backups?</b> Save significant money and resources by selecting a tool that restores only the items or sites that you need.	X	
<b>Can the tool search across all content databases in an archived file?</b> IT administrators are often asked to restore documents that meet certain criteria, forcing them to restore each backup. Choose a tool that allows you to search by numerous criteria rather than retrieve an old backup or snapshot for analysis.	X	
<b>Does the tool keep metadata intact?</b> Maintain data integrity during a SharePoint recovery by using a tool that performs read-only operations on source files.	X	
<b>Does the tool alter your current backup processes?</b> Reduce risks by selecting a tool that doesn't install on your SharePoint server and doesn't require pre-installation configurations of your SharePoint or SQL server.	X	

**Service & Support:** Selecting the right data management tool is just the first step. Ensure that the provider offers flexible service and support options, as well as partnership opportunities that can bring tremendous value and revenue to your business.

Questions to Consider	Kroll Ontrack	Other Providers
<b>Does the provider offer a variety of support options, such as: product training, demos, maintenance options and technical support?</b> Make the most out of your tool by selecting a provider that offers service and support when you need it.	X	
<b>Does the provider offer licensing options to fit your needs?</b> Ensure that your chosen provider has your needs in mind by offering customized agreements with multiple license structures.	X	
<b>Does the provider offer a variety of partner opportunities to bring you added value and revenue options?</b> Providers that value your business will offer opportunities for you to increase your service options and revenue potential through partnership programs for Resellers, Distributors, MSP's and OEM's.	X	
<b>Will the provider offer you a complementary, no-obligation consultation to discuss the right data management solution for your business?</b> Avoid the gimmicks by selecting a provider with a long history of success by eliminating those that use questionable sales tactics.	X	



For more information, call  
**0800 5 765 565**  
 or visit us online  
[www.krollontrack.nl](http://www.krollontrack.nl)

Copyright © 2013 Kroll Ontrack Inc. All Rights Reserved.  
 Kroll Ontrack, Ontrack and other Kroll Ontrack brand and product names referred to herein are trademarks or registered trademarks of Kroll Ontrack Inc. and/or its parent company, Kroll Inc., in the United States and/or other countries. All other brand and product names are trademarks or registered trademarks of their respective owners.