

rediffmail enterprise

Email Backup and Restore

Proposed by:

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Introduction

Email Mailboxes are not just a means of communication. Over the years they have become the storage of most critical business information. With sales contracts, accounting records, marketing materials, business contacts, approvals, notifications, etc, all being stored in digital format in form of email, it has become increasingly important for all of us to backup all emails communications.

The traditional methods of backup include backing up mailbox files (.pst) downloaded on local machine of each individual user. However this method of backup is cumbersome and not foolproof. Following are few problems with traditional backup techniques

1. Individual backup and scalability

In traditional mailing system the emails are downloaded to each user's local machine. These emails have to be backed up from individual user's local machine only. This process is complex and error prone. Administrators not only have to back up the mailboxes but also need to store the mailboxes individually in a disk drive or tape. As the number of email users increases or if the users are spread across geography, backup process becomes more and more complex

2. Periodic backup

In traditional backup methods, the emails are backed up periodically from user's local machine. However if the local machine gets corrupted, administrator cannot recover latest mails received or sent after the last backup was taken. In many cases, users accidentally delete the mail. These mails also cannot be recovered by administrator from backup system.

3. Accessing from multiple devices

In traditional backup system, the entire backup mechanism is based on the assumption that user is accessing mails from one device and all the email data resides locally on that machine. However, this assumption is no longer valid as users access mails from laptops, mobile, tablets and other devices simultaneously. It is very important to make sure that emails are backed up irrespective of the devices used by user to access the emails

4. Restoration is a complex process

The backed up email data is typically stored on disk drive or tape. These tapes are named using certain nomenclature and stored separately. When administrator wants to restore the mailbox for one user, he first has to identify the tape in which backup for the user is taken. Tape is then loaded in system and user's data is searched and extracted. The restoration process is complete only when extracted data is migrated back to user's local machine. This process is very time consuming and prone to manual errors.

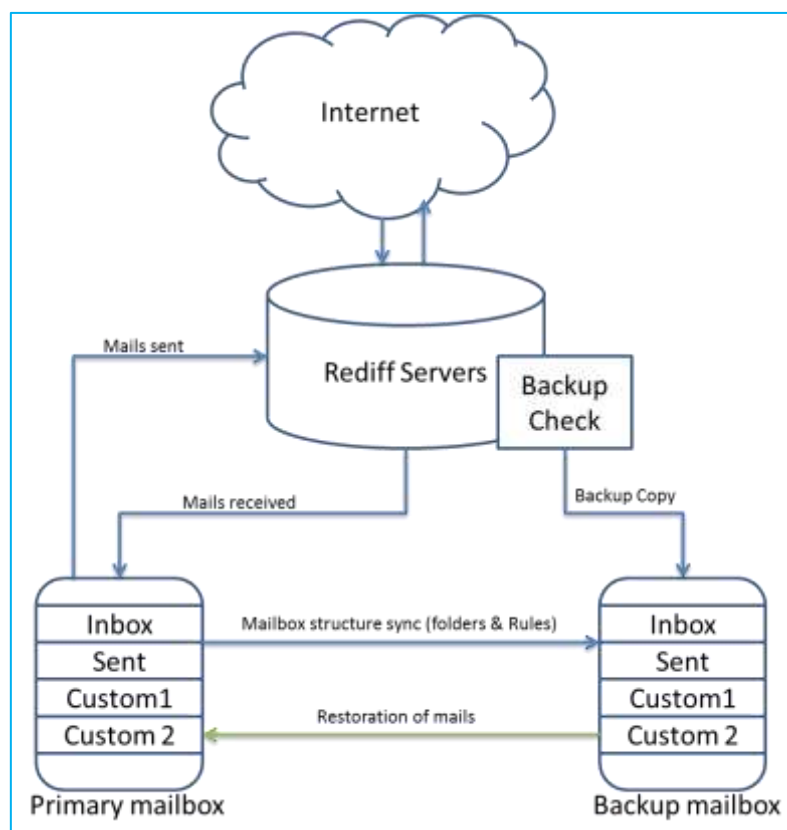
5. Cost

In traditional backup system, administrator not only have to back up the email data but also make sure that it does not get corrupt at least for few years. Any physical storage device like magnetic tape or disk gets damaged easily due to manhandling or dust or humidity.

Organization need to invest in costly infrastructure to maintain sanity of backup. The backup and restoration being a resource intensive operation, a separate team is needed to manage the email backup. As the size of backed up data increases, organization need to invest in costlier infrastructure and human resources

Rediff backup solution

We have developed a backup solution for emails which is automated, scalable and very easy to operate. It is a cloud based email backup system where all the mails sent and received by the user is stored in separate system along with user's folder structure. In a way, the backed up mailbox is a replica of user's primary mailbox.



Rediff backup solution architecture

The salient features of Rediff email backup solution is as follows

1. Continuous backup

Administrator now doesn't have to worry about the periodicity of the backup. In Rediff's email backup solution, the mails are backed up as soon as they are sent or received by the user. Even if user's laptop crashes, administrator can restore the entire data back as without any loss of emails.

2. Device agnostic

As the users are accessing mails from different devices, it is very important for back up email data residing any of such device. Rediff's email backup solution makes sure that all the incoming and outgoing mails of the users are backed up irrespective of device or client user is using.

3. Accidentally deleted emails

Since the email backup is taken at server, even if user accidentally deletes any of the mails, it still be available in user's backed up mailbox. Administrator can help user to restore the deleted mails.

4. Easy restoration of backed up data

The mailbox restoration is as simple as a one click of the button. Administrator just needs to specify the user's email address and click a button to restore the data back into his primary mailbox. Moreover if user doesn't want entire data to restored, administrator can select the time range and only the mails sent or received in specified time range will be restored to primary mailbox. This facility is particularly useful if user want to restore the deleted mail.

5. Backup policy

Most of the times, it is not necessary to maintain backup of all the old mails of the users. To optimize the space utilization in backup mailbox, you can select a backup policy period of 3-months, 6-months or 1 year. We will store only the mails from selected period in backup mailbox.

6. Selective backup

In any organization, not every user's mailbox needs to be backed up. As an administrator of emails, you can decide to back up mailboxes of only certain users.

7. Email backup of employee who left organization

When an employee leaves organization, his primary mailbox is deleted so that he can no more access the same account. In case, if the user data is required in future, administrator can restore it from his backup account. Even when administrator deletes user's primary mail account, the email data available in backup mailbox is not deleted. The email data in backup account is removed only when administrator unassigns the backup account