



## Instant Technical Brief:

### Integrated Archiving for IBM Lotus Sametime Chats and IBM Lotus Notes Email

Deploying Instant IMtegrity Archives with EMC Legato EmailXtender

#### **Abstract**

This technical brief begins by describing the drivers behind instant message (IM) archiving and the links between IM and email archiving; it then illustrates how Instant IMtegrity Archives for IBM Lotus Sametime can be integrated with EMC EmailXtender for IBM Lotus Notes.

## Archiving Electronic Communications

The requirements for email archiving are well-established: Regulatory compliance, discovery requirements, and mailbox capacity management issues have prompted a growing majority of organizations of all sizes across all sectors to deploy an email archiving solution.

IM chats, on the other hand, have historically presented regulatory bodies, courts, and enterprises with a difficult question: Are they conversation? Or are they communication?

As IM becomes ubiquitous as a key communications medium, IM conversations join email as valuable digital assets—but only if they are preserved and (even more importantly) easily retrievable and searchable.

Many regulatory bodies (particularly the SEC and the NASD) now view IM as a form of communication that is subject to regulatory compliance requirements. In March 2003, for example, the NYSE issued a memo stating that SEC Rule 17a-4 requires the archiving of both e-mail and IMs.

Further, enterprises must be prepared for the possibility that litigants will subject IM conversations to legal discovery. On December 1, 2006, revisions to the Federal Rules of Civil Procedure (FRCP) came into effect. Rule 26 in particular governs the production of 'electronic stored evidence' (ESI) in federal court cases. ESI covers any and all information that can be stored electronically—including instant messaging conversations.

Important business discussions take place over IM: Decisions are made, contracts are negotiated, and transactions are completed. No one would ever dream of deleting every email immediately after reading them or replying to them; rather, users carefully file emails so they can refer to them in the future. IM conversations, just like email, contain important business intelligence that must also be treated as a valuable digital asset.

A typical Fortune 500 company has more than 90 ongoing legal matters at any one time requiring some form of ESI.

In a recent survey, only 7% of corporate counsel described their companies as being ready to meet Rule 26 ESI requirements.

US companies spend almost \$2 billion annually on outside ESI services.

### **Integrated Email and IM Archiving**

Efficiency, transparency, and full oversight are just a few reasons prompting a growing number of organizations to integrate their IM and email archives into a single repository against which they can conduct unified search and discovery operations.

The diagram on the following page illustrates the integration between Instant IMtegrity Archives from Instant Technologies and EmailXtender from EMC.

IMtegrity is a highly-scalable, enterprise-class solution for secure logging and archiving of both IBM Lotus Sametime chats. IMtegrity is specifically designed and natively built for Lotus Sametime. It leverages an open and extensible Lotus Notes/Domino database, thereby making it very easy to integrate with any Lotus Notes email archiving solution.

In this specific illustration, IMtegrity is integrated with EmailXtender via an agent within the IMtegrity database that converts the Sametime chat logs into an email format at preset intervals. A connector into EmailXtender's journal database then writes those emails into the EmailXtender archive according to defined archiving policies for in-scope users.

The result is a seamless integrated repository of all IM chats and emails.

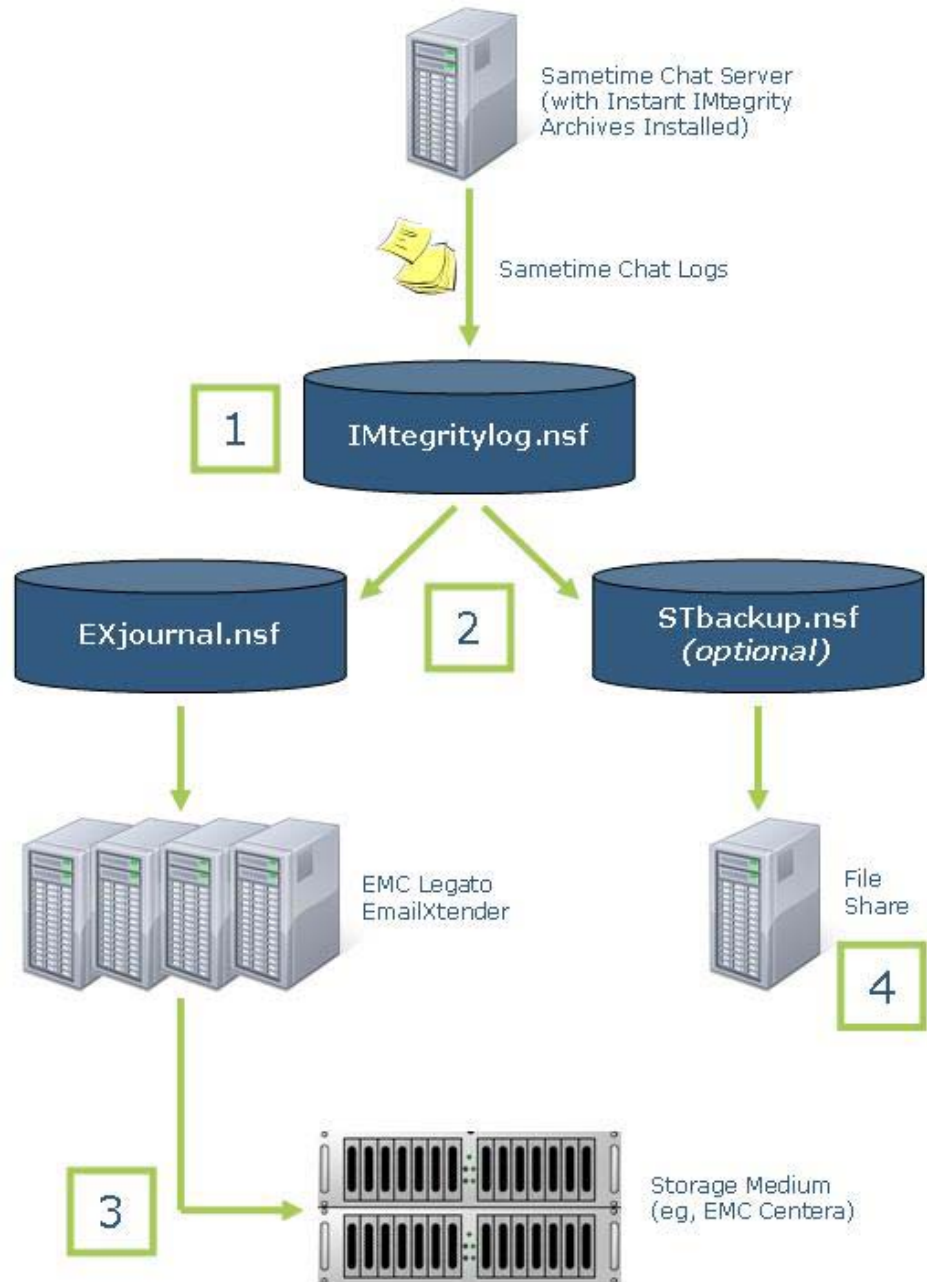
## Integrating Instant IMtegrity Archives with EMC EmailXtender

1. Instant IMtegrity Archives captures and indexes Sametime chat logs and writes them to the archive database (IMtegritylog.nsf).

2. An agent within the IMtegrity database runs on a scheduled basis to convert the chat logs into an email format.

3. A connector into the EXjournal.nsf database writes the emails to EmailXtender according to defined archiving policies for in-scope users.

4. The STbackup.nsf database maintains a historical copy of the same emails for all in-scope users for possible future ingestion into EmailXtender. The database is renamed and moved to a file share when it reaches a pre-defined size.



### About Instant Technologies

Instant Technologies specializes in developing innovative, enterprise-class compliance and productivity solutions for IBM Lotus Sametime and Microsoft Office Communications Server, including IM archiving, IM queue management, persistent chat rooms, IM bot development, buddy list administration, and more. Instant Technologies is a Lotus Advanced Business Partner and a Microsoft Registered Partner headquartered in Durham, NH.