OFFICE 365 – EMAIL ARCHIVING CAPABILITIES COMPARED

The goal of this document is to detail the advantages of using MailStore Server instead of using the email archiving functionality offered by Office 365 based on provable facts. To achieve this goal, only statements about Office 365 archiving capabilities that are based on publicly available material published by Microsoft are taken into account. These statements are compared to the capabilities of MailStore Server, based on equally publicly available material published by MailStore Software GmbH. To further enhance the quality of this analysis, all statements (with the exception of those related to pricing) have been extracted from technical specifications and implementation guides; this ensures that they are based on current best practice and state of affairs.

	Feature	MailStore Server	Office 365 Archiving Capabilities
1	Supported versions of Outlook with access to the archive	All editions of Outlook 2003, 2007, 2010, 2013[1]	Specific editions of Outlook 2007, 2010, 2013[2]
2	Supported Office 365 plans	All plans that include email[3]	■ Enterprise Plan E3 ■ Academic Plans A3, A4 ■ Exchange Online P1, P2 ■ Exchange Online Archiving[4,5]
3	Search capabilities	Full text search of all readable folders including attachment contents[6]	Only the currently selected folder can be searched[2]
4	Completeness of the archive	Ensured through journaling support[7]	■ Journaling not available in all plans ■ Office 365 needs external mailbox for journaling[8]
5	Compliance of the archive	■ Users can delete emails from the archive only if they have sufficient privileges[9] ■ Retention policies prevent all users (including admins) from email deletion during the retention period[10] ■ Legal hold prevents all users from email deletion[10]	■ All users can manually delete messages from the archive[11] ■ Retention policies do not prevent users from manual email deletion during the retention period[11] ■ Only litigation hold prevents users from manual email deletion but this affects the whole mailbox and not only the archive[11,12]
6	Options for accessing the archive	■ Standalone client with enhanced capabilities[13] ■ Add-in for all editions of Outlook 2003, 2007, 2010, 2013[1] ■ IMAP[14] ■ Web Access[15] ■ Web Access (mobile)[16]	■ Specific editions of Outlook 2007, 2010, 2013[2] ■ Web Access[2]

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Feature	MailStore Server	Office 365 Archiving Capabilities
7 Client based archiving	Possible through standalone client together with[17] ■ All editions of Outlook 2003, 2007, 2010, 2013 ■ Outlook Express ■ Windows Mail ■ Windows Live Mail ■ Mozilla Thunderbird ■ Mozilla Seamonkey ■ EML & MSG files ■ PST files ■ MBOX files	Possible only in specific editions of Outlook 2007, 2010, 2013[2]
8 Independent archive access	Possible through on-premise storage	Dependent on Office 365 and Internet access availability
9 Archive location	On premise inside the corporate network	In the cloud:[18] ■ Ireland, Netherlands for Europe ■ Singapore, Hong Kong for Asia Pacific ■ Brazil for Brazil ■ United States for all countries
10 Pricing, service and support	One-time per user fee with competitive discounts[19]	Monthly per mailbox fee[20]

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1 Supported Versions of Outlook with Access to the Archive

The MailStore Server Outlook Add-in supports all versions of Microsoft Outlook beginning with Outlook 2003. The specific edition of Outlook or Office is irrelevant. Access to an Office 365 archive is only possible with certain editions of Outlook:

- Outlook 2013 stand-alone
- Outlook 2013 included with Microsoft Office Professional Plus 2013
- Outlook 2010 stand-alone
- Outlook 2010 included with Microsoft Office Professional Plus Subscription
- Outlook 2010 included with Microsoft Office Professional Plus 2010
- Outlook 2007 stand-alone
- Outlook 2007 included with Microsoft Office Ultimate 2007
- Outlook 2007 included with Microsoft Office Professional Plus 2007
- Outlook 2007 included with Microsoft Office Enterprise 2007

Especially with the widespread standard edition of Office, access to the Office 365 archive is not possible from within Outlook but only through Outlook Web Access (OWA). Even with any supported edition of Outlook 2007, several archiving features are not available.

2 Supported Office 365 Plans

MailStore Server basically supports all Office 365 plans that include email. Even when a direct access to the Office 365 Exchange infrastructure is not possible through EWS, MailStore Server can connect to Office 365 email accounts through POP3 or IMAP.

Archiving within Office 365 is only possible with certain plans:

- Enterprise Plan E3
- Academic Plans A3, A4
- Exchange Online standalone Plans P1, P2, Archiving

The Office 365 Small Business and Medium Enterprise Plans do not include email archiving capabilities. Exchange Online Archiving is only available for hybrid configurations of on-premise Exchange Servers 2010 or 2013 and Exchange Online/Office 365 archives. For each mailbox which should be archived an Exchange Enterprise CAL is required in addition to the Exchange Online account.

3 Search Capabilities

MailStore Server supports fully configurable full text searches across all archive folders to which a given user has read privileges. Search parameters can be saved in search folders for quick access.

In Office 365, only the currently selected archive folder can be searched. An instant search in a folder in the mailbox does not include items in the archive, even when „All Mail Items" is specified.

4 Completeness of the Archive

MailStore Server can archive all accessible emails through journaling, thus preventing manipulation or deletion of email in a user's mailbox. MailStore Server supports any Exchange, IMAP and POP3 mailbox as a source mailbox for journaling.

In Office 365 an external mailbox that does not belong to the Office 365 email domain has to be used for journaling. This mailbox is obviously not part of the Office 365 archive and has to be handled through other archiving means, for example MailStore Server.

5 Compliance of the Archive

MailStore Server features a comprehensive privileges system. Users can delete emails from the archive only if they have sufficient privileges on per user and per archive level. An active retention policy would prevent all users, including admins, from deleting emails during the retention period.

With the Legal Hold feature of MailStore Server deleting emails from the archive can be temporarily prohibited. This may become necessary in case of legal disputes to prevent the deletion of emails which may serve as evidence.

In Office 365, any user can manually delete messages from the archive even if retention policies are configured for his or her mailbox. Retention policies do not prevent users from manually deleting emails. Microsoft explicitly states:

"MRM* does not guarantee retention of every message. For example, a user can delete or remove a message from their mailbox before the message reaches its retention age; MRM is not designed to prevent users from deleting their own messages."

*The Managed Folder Assistant (MRM) is a process that runs automatically in the Microsoft datacenters to process the retention settings that are applied to a mailbox.

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In Office 365 only litigation (legal) hold prevents users from manually deleting emails. But these mails are still removed from the archive and placed in a special hidden folder and can then only be retrieved by admins using eDiscovery via Multi-Mailbox Search. Also, the litigation hold setting affects not only the archive but the whole mailbox.

6 Options for Accessing the Archive

MailStore Server provides several possibilities to access the archive, such as a standalone client, an add-in that supports all editions of Outlook 2003 to 2013, via any email client as a read-only IMAP mailbox and through any web browser via Web Access or Mobile Web Access on mobile devices.

In Office 365 access to the archive is impossible outside OWA or the specific editions of Outlook as listed under point 1.

7 Client Based Archiving

MailStore Server supports archiving directly from several email clients, independently of the type of email accounts configured therein. With the MailStore Client emails stored locally in the following email clients can be archived directly in addition to the supported server systems:

- All editions of Outlook 2003, 2007, 2010, 2013
- Outlook Express
- Windows Mail
- Windows Live Mail
- Mozilla Thunderbird
- Mozilla Seamonkey

Furthermore, emails saved as EML or MSG files or contained in PST or MBOX files can be archived directly as well.

In Office 365 client based archiving is only possible with the specific editions of Outlook as listed under point 1.

8 Independent Archive Access

MailStore Server stores all emails on premise within the corporate network, making its archive availability independent from Internet access availability and speed as well as Office 365 downtimes. Even if access to current emails is impossible due to Internet access or Office 365 downtimes, it is still possible to access archived emails with MailStore Server and thus ensure the continuation of critical workflows.

Access to the Office 365 archive is dependent on both Internet access and Office 365 availability; therefore if either is down, no access to the archived emails is possible.

9 Archive Location

MailStore Server stores all emails on premise within the corporate network, placing control over data and compliance in the hand of the company. Local regulations concerning data privacy and security can thus be ensured.

Office 365 places all data "in the cloud" that is in an undisclosed number of data centres all over the world. Customers in specific regions can choose a data centre in their region as well as in the United States:

- Ireland, Netherlands for Europe
- Singapore, Hong Kong for Asia Pacific
- Brazil for Brazil
- United States for all countries

The model can prove problematic if local regulations forbid data storage outside the company's registered office's country due to non-compliant data privacy and security regulations.

10 Pricing, Service and Support

MailStore Server is licensed on a per-user basis with competitive discounts that increase as more licenses are purchased. A user can have multiple mailboxes: their archiving is covered by that user's license.

The MailStore Server license generally includes one year of update and support service with no limit to support requests. Support is available per email, phone and online chat with IT professionals who offer several years of experience and expertise and are in direct contact with the developers of MailStore Server. An extensive online wiki is available with detailed guidance to common scenarios. This ensures a very high rate of solved customer requests resulting in an equally high rate of customer satisfaction.

Office 365 is licensed per mailbox with a monthly per mailbox fee. Only the plans listed under point 2 offer email archiving capabilities. The Enterprise Plan E3 has a retail price of €19.00/$20.00 per user per month. This results in a surplus of €6.70/$5.00 to be able to archive emails when compared to the Midsize Business Plan (€12.30/$15.00) that does not offer archiving.

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The Exchange Online Plan P1 has a retail price of €3.30/$4.00 per user per month with a storage total (mailbox plus archive) of 25 GB.

The Exchange Online Plan P2 has a retail price of €6.50/$8.00 per user per month with a storage total (mailbox only) of 25 GB and unlimited storage for the archive.

Exchange Online Archiving has a retail price of $3.00 per user per month but needs an on-premise Exchange Server 2010 or 2013 with an Enterprise CAL in addition to the Standard CAL for each user whose mailbox should be archived.

[1] http://en.help.mailstore.com/Accessing_the_Archive_with_the_Microsoft_Outlook_integration
[2] http://office.microsoft.com/en-us/outlook-help/license-requirements-for-personal-archive-and-retention-policies-HA102576659.aspx?CTT=5&origin=HA101830421
[3] http://en.help.mailstore.com/Archiving_Emails_from_Microsoft_Office_365
[4] http://technet.microsoft.com/en-us/library/hh529915%28v=exchg.141%29.aspx
[5] http://office.microsoft.com/en-us/exchange/microsoft-exchange-server-licensing-licensing-overview-FX103746915.aspx
[6] http://en.help.mailstore.com/Accessing_the_Archive_with_the_MailStore_Client_software#Quick_Search
[7] http://en.help.mailstore.com/Choosing_the_Right_Archiving_Strategy
[8] http://help.outlook.com/en-us/140/1b33a563-f2a2-4014-807f-2a70b1a73526
[9] http://en.help.mailstore.com/Users,_Folders_and_Settings#Specifying_Privileges
[10] http://en.help.mailstore.com/Compliance_General
[11] http://help.outlook.com/en-US/140/ms.exch.ecp.learnmoreretentiontags.aspx
[12] http://help.outlook.com/en-US/140/ms.exch.ecp.editlitigationhold.aspx
[13] http://en.help.mailstore.com/Accessing_the_Archive_with_the_MailStore_Client_software
[14] http://en.help.mailstore.com/Accessing_the_Archive_via_Integrated_IMAP_Server
[15] http://en.help.mailstore.com/Accessing_the_Archive_with_MailStore_Web_Access
[16] http://en.help.mailstore.com/Accessing_the_Archive_with_MailStore_Mobile_Web_Access
[17] http://en.help.mailstore.com/Archiving_Email_from_Outlook,_Thunderbird_and_others
[18] http://www.microsoft.com/online/legal/v2/en-us/MOS_PTC_Geo_Boundaries.htm
[19] http://www.mailstore.com/en/mailstore-server-pricing.aspx
[20] http://office.microsoft.com/en-us/business/compare-office-for-business-plans-FX102918419.aspx