Offer Specifications
EMS Archive

Service Overview

EMS Archive enables a broad range of archiving capabilities to address multiple business requirements for selected Customer mailboxes ("Archive Covered Mailboxes") on supported Microsoft Exchange or Microsoft Office 365 systems. This service provides the following features:

- **Email Capture and Storage.** A copy of email messages sent from and received by Archive Covered Mailboxes will be captured by the system for storage and indexing. Retention policies for email from Archive Covered Mailboxes must be set by Customer. Each Archive Covered Mailbox includes storage of all email sent and received by that mailbox.

- **Email Archive Search Capabilities.** Customer can designate an End User as a ‘Reviewer’, giving that End User access to search across multiple End Users’ Archive Covered Mailboxes. Reviewers can create an archive containing the results of a search across End User Archive Covered Mailboxes. The archive can be exported to a single mailbox. Search results may not reflect all archived files that meet search criteria and are dependent on several factors including, but not limited to, the content of the message and the latency of index processing of recent emails.

- **Limitations.** The following limitations apply to this service:
  1. There are certain categories of content that are archived and the message header information indexed, but the content itself cannot be indexed. These categories include:
     - XML files
     - Media files (audio/video/image type)
     - Non-standard binary files
     - Encrypted or password-protected files
     - Message bodies or individual attachments that are larger than 50 MB
     - Message bodies or attachments with corrupt or malformed content
     - Message bodies or attachments with corrupt or invalid content-type information
  2. This service is not intended for the processing or storage of sensitive personal information or protected health information that is subject to heightened security requirements by law or regulation, including the Health Information Portability and Accountability Act, the Gramm–Leach–Bliley Act, and the Family Educational Rights and Privacy Act.

- **End-User Access.** End-User Access enables designated Customer’s End Users of EMS Archive to access their individual archive of email sent and received from their mailbox through a secure web based interface or through the EMS Outlook Extension™.

- **Storage Management.** Customer can define a storage management policy, which will remove attachments from End Users’ Archive Covered Mailboxes and store the attachments in the email archive.

- **User Classification.** The Customer’s Email Administrator can define a User Classification Policy, which will allow a defined group of End Users to determine which messages should be retained under the policy.

- **Archive Storage.** Provides historical email access for mail sent and received by Archive Covered Mailboxes. Archive Storage may be used to recover a subset of historical mail back into the Customer’s primary email system following an outage of Customer’s primary email system. This subset can “bridge the gap” between the point at which the failure or loss occurred and the Customer’s last good backup. Archive Storage is not intended to replace the need to regularly back up the Customer’s primary email system.
Optional Services (additional fees apply)

**Historical Import.** As an optional add-on service to EMS Archive, Customer may use the provided Dell EMS Import Manager software to import data from supported email sources (Microsoft Exchange servers or PST files) in the aggregate contracted archive storage amount. The maximum amount of storage for importing data is determined by the Gigabyte Import Storage amount set forth in the Customer’s invoice (“Contracted Data Import”). Any data imported over the Contracted Data Import amount will be subject to additional import fees (the “Non-contracted Import Fee”). By way of example, if the Customer imports 600 GB of data from Microsoft Exchange, but only has 500 GB of Contracted Data Import, the Customer would be billed for 100 GB times the Non-contracted Import Fee.

**Email Continuity.** As an optional add-on service to EMS Archive, Customer may purchase Email Continuity service. EMS Email Continuity is a standby email service that can be activated by Customer during an unanticipated outage of Customer’s primary email system. Email Continuity service is described in the EMS Email Continuity offer specification. When Email Continuity is purchased for an Archive Covered Mailbox, all archived mail for that mailbox will be available to the end user during a Continuity activation.

Support Procedures

**Provision of Services.** Customer will receive a welcome email with a request for provisioning information. Upon completion of the information Customer will be provisioned based on responses given. As part of the provisioning process, on-boarding information will be provided to the Customer for data management and a training session will be provided to review functionalities of the application.

Customer Responsibilities

- Designating which Covered Mailboxes are entitled to Archive Storage (“Archive Covered Mailboxes”) and the specified retention period for each such Covered Mailbox.
- Designating and protecting access privileges to Archive via the Customer interface.
- Ensuring that a dedicated technical resource with administrative rights is available for provisioning of Service.
- Providing and maintaining the necessary hardware and software necessary for Dell to perform the Services purchased.
- Setting and managing archiving retention policies.
- Executing searches and exports for retrieval of archived data.
- Performing historical imports using Dell EMS Import Manager.
- Ensuring that sensitive personal information, or protected health information that is subject to heightened security requirements by law or regulation, is not provided to Dell.
- Performing any required data exports upon termination of the service.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.