

MailStore Server vs. Office 365 Archiving

The goal of this document is to detail the advantages of using MailStore Server instead of Office 365 archiving for email archiving based on provable facts as opposed to mere assumptions or hearsay. To achieve this goal, only statements about Office 365 archiving 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 to ensure that they are based on current best practice and state of affairs.

This document supersedes all previous versions and has been updated to the latest information available in April 2014.

Overview

No	Feature	MailStore Server	Office 365 Archive
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	Archiving options dependent on plan, with various limits. Additional features can be added to certain plans only ^{4,5,6}
3.	Search capabilities	Full text search of all readable folders including attachment contents ⁷	Search capabilities dependent on the Outlook version and edition ⁸
4.	Completeness of the archive	Ensured through journaling support ⁹	<ul style="list-style-type: none">▪ Journaling not available in all plans¹⁰▪ Office 365 needs external mailbox for journaling¹⁰

No	Feature	MailStore Server	Office 365 Archive
5.	Compliance of the archive	<ul style="list-style-type: none"> ▪ Users can delete emails from the archive only if they have sufficient privileges¹¹ ▪ Retention policies prevent all users (including admins) from email deletion during the retention period¹² ▪ Legal hold prevents all users from email deletion¹² 	<ul style="list-style-type: none"> ▪ All users can manually delete messages from the archive¹³ ▪ Retention policies do not prevent users from manual email deletion during the retention period¹³ ▪ Only In-Place Hold prevents users from manual email deletion but this affects the whole mailbox^{13,14}
6.	Options for accessing the archive	<ul style="list-style-type: none"> ▪ Standalone client with enhanced capabilities¹⁵ ▪ Add-in for all editions of Outlook 2003, 2007, 2010, 2013¹ ▪ IMAP¹⁶ ▪ Web Access¹⁷ ▪ Web Access (mobile)¹⁸ 	<ul style="list-style-type: none"> ▪ Specific editions of Outlook 2007, 2010, 2013² ▪ Web Access²
7.	Client based archiving	<p>Possible through standalone client together with¹⁹</p> <ul style="list-style-type: none"> ▪ All editions of Outlook 2003, 2007, 2010, 2013 ▪ Outlook Express ▪ Windows Mail ▪ Windows Live Mail ▪ Mozilla Thunderbird ▪ Mozilla Seamonkey ▪ EML & MSG files ▪ PST & MBOX files 	<p>Possible only in specific editions of Outlook 2007, 2010, 2013²</p>
8.	Independent archive access	<p>Possible through on-premise storage</p>	<p>Dependent on Office 365 and Internet access availability</p>
9.	Archive location	<p>On premise inside the corporate network</p>	<p>In the cloud:²⁰</p> <ul style="list-style-type: none"> ▪ Ireland, Netherlands for Europe ▪ Singapore, Hong Kong for Asia Pacific ▪ Brazil for Brazil ▪ United States for all countries
10.	Pricing, service and support	<p>One-time per user fee with competitive discounts²¹</p>	<p>Monthly per mailbox fee²²</p>

Detailed Analysis

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 versions and editions of Outlook:

- Outlook in Office 365 ProPlus
- Outlook in Office 365 Enterprise E3
- Outlook in Office 365 Midsize Business
- Outlook in Office 365 Small Business Premium
- 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. Even with any supported edition of Outlook 2007, several archiving features are not available.

2. Supported Office 365 Plans

MailStore Server 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 options and limits within Office 365 depend on the plan:

Upgradable plans with no archiving included:

- Exchange Online Kiosk
- Office 365 Enterprise K1
- Office 365 Government K1

Limited, upgradable plans:

- Exchange Online Plan 1
- Office 365 Midsize Business
- Office 365 Enterprise E1
- Office 365 Government G1
- Office 365 Education A2

Limited, non-upgradable plans:

- Office 365 Small Business
- Office 365 Small Business Premium

Small Business Premium unlimited plans:

- Office 365 Enterprise E3
- Office 365 Education A3
- Office 365 Government G3
- Office 365 Enterprise E4
- Office 365 Education A4
- Office 365 Government G4
- Exchange Online Plan 2

The upgradable plans either offer no archiving options or limited storage for mailbox size and archiving; they must be upgraded at further cost for additional storage. Limits related to compliance apply until an upgrade is bought.

The non-upgradable plans offer only limited storage for mailbox size and archiving and cannot be upgraded. Further limits related to compliance also apply.

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. Full search capabilities are available through the MailStore Client, the MailStore Outlook Add-in, MailStore Web Access, MailStore Mobile Web Access as well as IMAP clients that support IMAP server-side searches.

In Office 365, searching in the archive is supported only through Outlook Web App and certain versions and editions of Outlook as listed under point 1.

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, the Small Business and Small Business Premium plans do not support journaling at all. All other plans require an external mailbox that does not belong to the Office 365 email domain for journaling. Microsoft explicitly forbids the use of an Office 365 or Exchange Online mailbox as a journal mailbox:

“Using journaling, transport rules, or auto-forwarding rules to copy messages to an Exchange Online mailbox for the purposes of archiving is not permitted. Microsoft reserves the right to deny unlimited archiving in instances where a mailbox archive is not being used in a personal scenario.”

Therefore the journal mailbox obviously is 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 and secure 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* doesn’t 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 isn’t 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.

In Office 365 only In-Place (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 In-Place 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 Outlook Web App 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 obviously 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”, i.e. 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 whose archiving is covered by that user’s license. Additional discounts for competitive upgrades, institutional and non-profit organizations are available.

The MailStore Server license generally includes 1 year of update and support service with no limit to support requests. Standard as well as premium support SLAs are available. The update and support service can be renewed at 23% of the initial retail price for standard SLAs and at 39% of the initial retail price for premium SLAs per year.

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. The business plans range from €3.30/\$4.00 (Exchange Online Plan 1) to €20.90/\$22.00 (Office 365 Enterprise E4) per user per month. Non-enterprise plans are limited to a maximum number of users and a maximum number of storage total (mailbox plus archive) per user.

About MailStore Server

Businesses of all sizes can benefit from the legal, technical, and financial advantages of modern, secure email archiving with MailStore Server. The software creates 1:1 copies of all emails in a central email archive to ensure the security and availability of any amount of data for years to come. Users can still access their email using Microsoft Outlook, MailStore Web Access, or mobile devices such as tablets or smartphones, and search through them at breathtaking speed.



Now available in version 8, MailStore Server has grown to become a global standard for email archiving in business following years of successful operation at more than 20,000 companies. Easy to install and 100-percent reliable in every situation.

¹ http://en.help.mailstore.com/Accessing_the_Archive_with_the_Microsoft_Outlook_integration

² <https://office.microsoft.com/en-us/outlook-help/outlook-license-requirements-for-exchange-features-HA104047984.aspx>

³ http://en.help.mailstore.com/Archiving_Emails_from_Microsoft_Office_365

⁴ <http://technet.microsoft.com/en-us/library/jj819276.aspx>

⁵ <http://technet.microsoft.com/en-US/library/exchange-online-archiving-service-description.aspx>

⁶ <http://technet.microsoft.com/en-us/library/exchange-online-limits>

⁷ http://en.help.mailstore.com/Accessing_the_Archive_with_the_MailStore_Client_software#Quick_Search

⁸ <http://technet.microsoft.com/en-us/library/dd979795%28v=exchg.141%29.aspx>

⁹ http://en.help.mailstore.com/Choosing_the_Right_Archiving_Strategy

¹⁰ <http://technet.microsoft.com/en-us/library/exchange-online-message-policy-recovery-and-compliance.aspx>

¹¹ http://en.help.mailstore.com/Users,_Folders_and_Settings#Specifying_Privileges

¹² http://en.help.mailstore.com/Compliance_General

¹³ <http://technet.microsoft.com/en-us/library/dd297955%28exchg.150%29.aspx>

¹⁴ <http://technet.microsoft.com/en-us/library/ff637980%28v=exchg.150%29.aspx>

¹⁵ http://en.help.mailstore.com/Accessing_the_Archive_with_the_MailStore_Client_software

¹⁶ http://en.help.mailstore.com/Accessing_the_Archive_via_Integrated_IMAP_Server

¹⁷ http://en.help.mailstore.com/Accessing_the_Archive_with_MailStore_Web_Access

¹⁸ http://en.help.mailstore.com/Accessing_the_Archive_with_MailStore_Mobile_Web_Access

¹⁹ http://en.help.mailstore.com/Archiving_Email_from_Outlook,_Thunderbird_and_others

²⁰ http://www.microsoft.com/online/legal/v2/en-us/MOS_PTC_Geo_Boundaries.htm

²¹ <http://www.mailstore.com/en/mailstore-server-pricing.aspx>

²² <http://office.microsoft.com/en-us/business/compare-office-for-business-plans-FX102918419.aspx>