

# Email Journalling Service

Automatically captures and archives every inbound and outbound email, creating a record of communications

## What is a Email Journalling Service

The Email Journalling Service automatically captures and archives every inbound and outbound email, creating a complete and unalterable record of communications. This service stores all emails in a tamper-proof environment, ensuring they are available for retrieval whenever needed, whether for legal inquiries, compliance audits, or internal investigations. The service provides secure access to these records, ensuring that businesses meet regulatory and legal requirements regarding data retention and protection.

## How Does a Email Journalling Service Work

Businesses need to ensure the proper retention of email communications for legal, regulatory, or compliance reasons. Standard email services do not offer the ability to automatically archive every inbound and outbound email in a tamper-proof format, leaving businesses vulnerable to data loss, compliance issues, or legal risks if emails are accidentally deleted or tampered with. Email backup solutions alone are insufficient for legal archiving, as they focus on data recovery rather than providing a full, unaltered email record.

## The Importance of a Email Journalling Service

Email journalling is critical for businesses that must comply with legal and regulatory requirements for data retention. This includes sectors like finance, healthcare, and law, where the integrity and availability of email records are crucial. Without proper email journalling, businesses may face significant risks, including fines, legal liabilities, or the inability to provide crucial evidence in legal proceedings. Additionally, email journalling helps maintain accountability within the organisation by ensuring all communications are securely stored and retrievable.

## The Outcome

Customers will benefit from having a reliable, secure, and compliant solution for archiving all their email communications. This service ensures that emails are preserved in their original format, providing legal and regulatory peace of mind. In the event of a legal dispute or audit, businesses will have immediate access to the complete email history, reducing the time and resources spent on retrieving necessary communications. The solution also helps businesses streamline compliance processes and avoid penalties related to insufficient data retention.



## What This Product Does:

**Complete Email Archiving:** Automatically captures and stores every inbound and outbound email in an unalterable format, ensuring that no communication is lost or tampered with.

**Compliance and Legal Protection:** Helps businesses meet legal and regulatory requirements for data retention, ensuring that all email communications are preserved for potential audits, investigations, or litigation.

**Tamper-Proof Storage:** Provides secure, tamper-proof archiving, ensuring that email records cannot be altered or deleted once they are stored.

**Easy Retrieval and Search:** Offers powerful search and retrieval tools, allowing businesses to quickly locate specific emails or communications during audits, disputes, or internal reviews.

**Part of Comprehensive Data Retention Strategy:** Works alongside backup solutions but serves a distinct purpose by focusing on legal and compliance archiving, not just data recovery.

## What This Product Doesn't Do:

**Not a Backup Solution:** While it archives emails, this service is not designed for disaster recovery or backup purposes. Businesses will still need separate backup solutions for data recovery in case of hardware failure or other disasters.

**Doesn't Prevent Deletion from Inboxes:** Emails can still be deleted from user inboxes, but a copy will be retained in the journal for legal and compliance purposes. However, it doesn't restore emails to the inbox.

**Not a Real-Time Monitoring Tool:** The service archives emails but doesn't offer real-time monitoring for suspicious activity or compliance violations within the email system. Other tools would be needed for proactive monitoring.

**Not for Immediate Access by Employees:** The email journal is primarily designed for legal or compliance teams, not for everyday email access by users. Employees may still need to rely on traditional email backup solutions for day-to-day recovery needs.