

## MailFlow Analyzer White Paper

### Solving the Email Management Dilemma with Technology



*If you find it difficult to manage your messaging infrastructure effectively, a new class of technology may be the solution you are looking for.*



***For businesses that rely heavily on their email system, the lack of reliable reporting and SLA measurements hinders productivity and efficiency.***

### **Managing today's corporate messaging infrastructure is a real challenge.**

In this new era of high tech innovation email usage is exploding. The rapid growth is two dimensional:

- Users tend to send more and more emails.
- Users tend to send more & bigger attachments. New technologies like movies, high resolution pictures and audio drives up the pressure on the network and disk space.

Besides the growth, email communication is getting more critical by the day.

Lotus Notes Managers and Administrators are often dealing with users that do not use their email the way they should. Large mpeg files, non business related emails and forwarding the same attachments to colleagues are just a few examples of some daily pain.

Organizations require messaging environments to be successfully measured. The service delivery must be reported over time in order to provide the highest quality of service while reducing infrastructure resource costs.

The larger the environment the more complex the analysis will be. It can therefore be increasingly difficult to track traffic patterns in order to optimize the usage of your messaging platform and have a global analysis of email usage. Also, messaging environments with many local Admins with no tools to instantly detect email problems can be a significant challenge.

Setting the standard for delivery times, maximum email size and service to users becomes very difficult without any means of measurement. In the end, SLA's have no meaning without reliable re-occurring data.

Justification for redistributing costs (Billing) can only be achieved with a reliable tool.

Capacity planning demands tools that can measure and detect bottlenecks in the infrastructure. These bottlenecks can cause delay and have financial consequences.

## An all-in Solution for understanding Corporate email flow

Security, reporting, SLA's, billing, capacity planning and email user behavior are some of the key areas Cooperteam **MailFlow Analyzer** covers.

Managers will be able to make informed decisions on infrastructure changes, Administrators can report and act on key indicators which are not available in Lotus Notes. Helpdesk will be able to respond faster to user requests and troubleshoots email issues.

### For IT Managers :

- Delivers daily, weekly, monthly reports
- Provides proof of SLA compliance
- Justification for redistributing costs (Billing)
- Assists with SOX compliance
- Enables capacity planning

### For Notes Administrators :

- Monitor Email traffic
- Powerful & scalable event tracking
- Detect bottlenecks and improve email flow structure
- Respond to operational issues
- Prepare for consolidation & migration projects

### For Help desk :

- Respond faster to user requests
- Find instantly email issues
- Powerful & scalable event tracking
- Reduce the number of support calls

### For e-mails users :

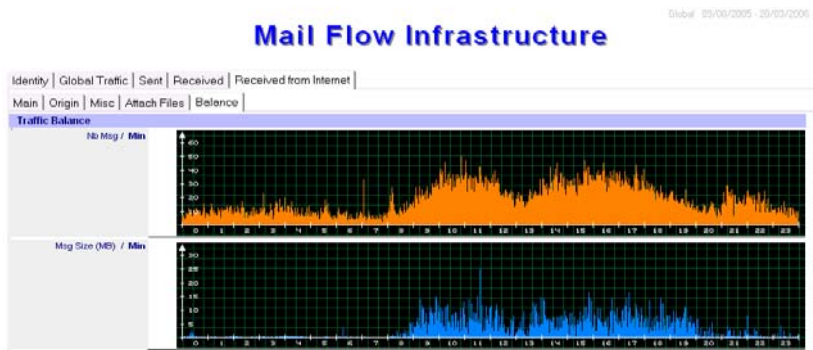
- Identify & improve the email user behavior
- Provide better service
- Higher availability of corporate messaging system



## How can Cooperteam MailFlow Analyzer collect the data without impacting servers & network?

Using MailFlow Analyzer, the data will be collected at the heart of IBM Lotus Domino servers. MailFlow Analyzer distinguishes itself over current market solutions by not relying on Lotus Domino Log files or IBM Lotus Notes Mail tracking. Especially Lotus Domino Log files dependency can cause data collection & bandwidth problems. The Cooperteam solution has no impact on mail server disk space utilization or CPU load. This is a unique solution both in the scope of collected data and in the collection technology used.

As the data is collected at the heart of IBM Lotus Domino servers, each individual email within your organization becomes a key component from which derive MailFlow Analyzer measurements. The computed information will accurately show how your IT services are performing against your SLA's. Taking the raw data in the core of Domino, MailFlow Analyzer is not limited to basic recorded information available within the Log files. MailFlow Analyzer can therefore perform precise calculations on your critical requirements.



**Global overview graphs** present the flow patterns of email in large messaging environments are normally very complex and are rarely optimized...

The solution itself, engine and storage is located outside the Lotus Domino mail environment. It comes complete with integrated storage requiring no third party Database to store data. Long term cost reduction on storage and data availability is another advantage of MailFlow Analyzer.

|                     | 1 year  | 2 years  | 3 years  | 4 years  | 5 years  |
|---------------------|---------|----------|----------|----------|----------|
| 1,000 Msg / Day     | 53 MB   | 107 MB   | 160 MB   | 213 MB   | 267 MB   |
| 10,000 Msg / Day    | 0.5 GB  | 1.0 GB   | 1.5 GB   | 2.0 GB   | 2.6 GB   |
| 100,000 Msg / Day   | 5.2 GB  | 10.4 GB  | 15.6 GB  | 20.8 GB  | 26.1 GB  |
| 500,000 Msg / Day   | 26.1 GB | 52.2 GB  | 78.3 GB  | 104.4 GB | 130.5 GB |
| 1,000,000 Msg / Day | 52.2 GB | 104.4 GB | 156.6 GB | 208.8 GB | 261.0 GB |

***Storage requirements versus number of mail per day...***

## Reports

There is no single formula or presentation mechanism to easily roll up data and demonstrate that the usage of Lotus Notes messaging is in fact meeting the needs of the business. In order to achieve its service level agreement (SLA) targets, MailFlow Analyzer provides applicable reports.

Since there is no industry standard for measuring services, customers frequently ask Cooperteam "How do you do it?"

The success of Mail Flow Analyzer is in the Architecture. Very detailed data is captured and can be transferred in nearly unlimited reports that meet any company culture.

The data is readily available without taking any resources from your Messaging environment.

All collected data is efficiently stored within an open source to provide business logic reports. These reports are easy to change & adapt making it flexible and cost effective.

SLA's based on Mail Flow Analyzer data will allow you to fine-tune your Domino servers and achieve high quality services of your Domino Environment.

**François Favaron, CEO of Cooperteam, declares** *"This innovative solution responds to an increasing demand from administrators and IT managers to have a complete knowledge of their messaging infrastructure and its' usage. Many of our existing clients already jumped at the chance to deploy this light yet powerful solution".*

## Summary

**MailFlow Analyzer covers all your messaging analysis & reporting needs:**

### Key Points :

- Architecture does not rely on logfiles
- Complete file attachment analysis
- Complete Internet mail analysis (origin and destination)
- Capacity to apply SLA's, Billing and Reporting
- Targeting of servers for consolidation
- Identification of high volume mail and MB users
- Tracking of delivery times, average message size, and other metrics.
- No need for complex SQL sessions to produce reports
- Pro-active alerts

### Key Benefits

- Data captured in Memory – Light, fast and does not impact (slow down) mail traffic
- Using a Notes DLL makes the process transparent to Domino servers
- No data written on any servers disk (No disk space on servers is utilized)
- No extra CPU Usage on the servers
- No change of Log file configuration. Therefore no increase of server loads
- Central workstation
- Interface and reports accessible via web
- No need for third party database systems like SQL or Oracle

## About Cooperteam

Cooperteam is a software publisher, specialized in solutions which focus on the management of corporate messaging systems and groupware. Our core business is expressed in the development of powerful software solutions to optimize the complex infrastructures of messaging environments and to make them more productive and effective for the greatest benefit of their users.

Cooperteam solutions aim to optimize the performance and quality of the messaging environment as well as automating administration tasks to enforce company standard without disrupting productivity. By taking an analytical approach of the systems in place, Cooperteam's solutions bring a precise and detailed vision of the existing infrastructure before making the modifications necessary to optimize them. The installation and the deployment of our software tools are the key to these optimizations and are dedicated to resolve the problems met daily by the administrators for the messaging and groupware systems within the company.

We have over ten years of experience dedicated to these technologies at your service.

### Other key products from Cooperteam:

- **Info NSF:** For Lotus Notes Domino database auditing & monitoring
- **Desktop Manager:** Lotus Notes client configuration & Management
- **Desktop Manager *Project*:** To fully automate user migration and server consolidation Projects.