Why Migrate to a Cloud-Native Enterprise Archive?

Overcoming Challenges of Legacy On-Premises Archives

Product

- Proofpoint Enterprise Archive

Challenges

- Keeping up with new corporate and regulatory compliance mandates
- Growing litigation readiness requirements that stifle legacy vendors
- Balancing retrofitting archaic architectures and delivering meaningful features
- The need to consolidate or face obsolescence

Why legacy solutions struggle to keep up

Until recently, legacy on-premises archiving solutions were critical in managing the storage growth of on-premises applications. More than a decade ago, the world depended on data-intensive storage like mail servers and file servers. Today this is no longer the case. Key on-premises applications have now migrated to the cloud.

Those legacy solutions that remain struggle to maintain mindshare and investment within companies boasting diverse hardware and software portfolios with higher-performing assets.

Proofpoint Enterprise Archive can help. Our cloud-based archiving solution helps users by simplifying:

- Regulatory compliance
- Legal discovery
- Data access

It provides a centralised, searchable repository that supports a wide range of content types including email and new, popular content types. You can say goodbye to the headaches of managing an in-house archive with our fully managed service.

Key reasons for migrating to a modern, cloud-native enterprise archive

Ongoing support implications

How straightforward is your support process? Do you pay extra fees for less-than-optimal support offerings? For context, consider the Veritas product life cycle and its relationship to support offerings for its portfolio.[1]

Once a Veritas product exits its Primary Phase of support, it enters an Extended Phase of support. And that requires additional support fees. Once a product exits Extended Phase, it enters a Sustaining Phase of support. That also requires additional support fees. And once a product exits the Sustaining Phase, it enters End of Support Life. At this point, no Veritas support of any kind is offered.

1 **Veritas Product Life Cycle Policy.** November 2019.

What does this mean for their archiving solution, Veritas Enterprise Vault?

VERSION NO.	SUPPORT STATUS
10.x	Not supported
11.x	Not supported
12.0-12.2.3,	Extended Phase of support starts in October 2021, you will pay extra support fees beyond Essential Support for fixes only for "Severity 1 issues to service restoration or data retrieval."[2]

Given the release of Enterprise Vault 14.0 on 16 November 2020, there could be changes to the version 12.x support life cycle, but that's to be determined.

How Proofpoint can help
- Proofpoint Enterprise Archive customers are virtually always on the current release or, at most, two releases back.
- Support offerings simplified—all Proofpoint Enterprise Archive subscriptions include Platinum support, with Premium and Global support options.

Painful upgrade process

How straightforward is the process for upgrading your legacy on-premises archive? Can your staff perform the upgrade?

For example, consider the upgrade process for Veritas Enterprise Vault, which **doesn't support mixed mode**. That means:

- You must maintain every archiving construct at the same level
- It forces you to upgrade everything at once
- This is separate from any upgrades you may have to perform for archiving server hardware, storage and databases
- Customers with larger deployments or with limited in-house archive and SQL administration experience will typically require a Veritas or third-party professional services engagement for a major upgrade
- Customers have to perform regular, successful full backups of the archive for data protection

Maintaining consistent backups between archive structured and unstructured data is critical. That's because you may have to leverage backups to remedy a failed upgrade.

How Proofpoint can help
- Our staff perform all upgrades
- We provide proactive notification of upgrade schedules and maintenance windows

Lack of an enterprise-class cloud alternative

Customers migrate to modern, cloud-native archiving solutions for specific reasons, including but not limited to the following:

1. Reduce or eliminate infrastructure and related costs
2. Reduce administrative overhead
3. Achieve predictable cost model—OPEX vs. CAPEX
4. Achieve contracted levels of service

Does your legacy vendor offer a migration path from its on-premises archiving solution to an enterprise-class cloud alternative?

For example, consider the options for Veritas Enterprise Vault customers. You could contemplate moving your Enterprise Vault on-premises instance to the public cloud. And you could be managing it yourself there. But by doing so, you only address reducing or eliminating infrastructure.

You could contract with Veritas partner bluesource for EV247 in Microsoft Azure. But you'd still have to factor in archive growth and increasing cloud storage costs. You can even consider migrating to Veritas Enterprise Vault.cloud. But note it's a separate product with different interfaces and some feature disparity.

How Proofpoint can help
- Industry leadership and recognition—for the ninth time, we have been named a Leader in Gartner's Magic Quadrant for Enterprise Information Archiving[3]
- We provide compelling, financially-backed SLAs for archive access and search performance

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2 **Veritas life cycle information for Enterprise Vault**, as of 20 April 2021.
3 2020 Gartner Magic Quadrant for Enterprise Information Archiving, by Michael Hoeck, Jeff Vogel, Gartner, 27 October 2020.

Lack of innovation

The notion of innovation encompasses more than just product enhancements. Innovation may be defined as something new or different introduced, so you can certainly apply the term to your product experience, customer experience, sales experience, support experience and more.

If you continue to ponder staying with your legacy on-premises archiving solution, ask yourself

- When was the last time you saw a product roadmap that highlighted strategic vision beyond 1–2 years?
- Were there any imminent tactical enhancements?
- When was the last time your vendor delivered on an enhancement request you submitted?
- How delightful is your support experience?
- When was the last time you engaged your archiving specialist or architect?
- How vested in your archiving solution is your vendor for the long term?

How Proofpoint can help
- We reinvest approximately 20% of annual revenue into overall R&D
- We consistently score over 95% for customer satisfaction
- We release approximately eight updates for Enterprise Archive each year

Migrate to Proofpoint Enterprise Archive

Enterprise Archive is a modern, cloud-native archiving solution that helps customers meet long-term business and regulatory information retention requirements. We provide:

- Support for email and other digital communication platforms, such as instant messaging and collaboration and social media
- High-performance, built-in search, litigation hold and export to address all of your basic e-discovery needs
- Advanced features, such as Case Management and machine learning-based Technology Assisted Review to help streamline e-discovery processes and reduce related costs
- Feature-rich supervision—we help customers monitor and review email and other digital communications to help ensure and prove corporate and regulatory compliance

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