

# THE VIEW

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**Meet the demands of  
regulators *and* users  
with MailFlow Analyzer  
from CooperTeam**

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# Meet the demands of regulators *and* users with MailFlow Analyzer from CooperTeam



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E-mail is no longer a supplementary means of corresponding with colleagues, business partners, and even friends — today it is often the primary communication tool. But message inundation presents an overwhelming challenge to Lotus Notes administrators who must meet not only external regulations, but also internal service-level agreements dedicated to ensuring that users get high-quality service at low infrastructure resource costs.

Organizations that have many local administrators but no way to maintain a global view of e-mail usage or to instantly detect e-mail problems cannot effectively manage e-mail. To gain control of the Notes environment and ensure compliance with regulations, businesses need a messaging management solution that collects, stores, and analyzes their e-mail data.

## Capture every e-mail without using log files

CooperTeam developed its e-mail management solution, MailFlow Analyzer, to allow companies to transparently collect and store raw e-mail data, and to use that data to report their e-mail traffic patterns. With MailFlow Analyzer, clients can see precise metrics indicating deviations from both external and internal standards, and they can subsequently define appropriate e-mail use policies to ensure total compliance.

Unlike other message management solutions, MailFlow Analyzer **collects**

data directly from e-mail messages without relying on Domino log files or Notes mail tracking, which can cause data collection and bandwidth problems. Rather, it collects comprehensive data, such as the name of the recipient and the attachment file details, directly at the heart of Domino servers, in cache memory. It doesn't interfere with the log file configuration, and it won't increase the load on the mail server or CPU.

## Analyze e-mail data to detect usage trends

After MailFlow Analyzer has captured e-mail data, it automatically **analyzes** and updates statistical trends according to five categories: individual user,

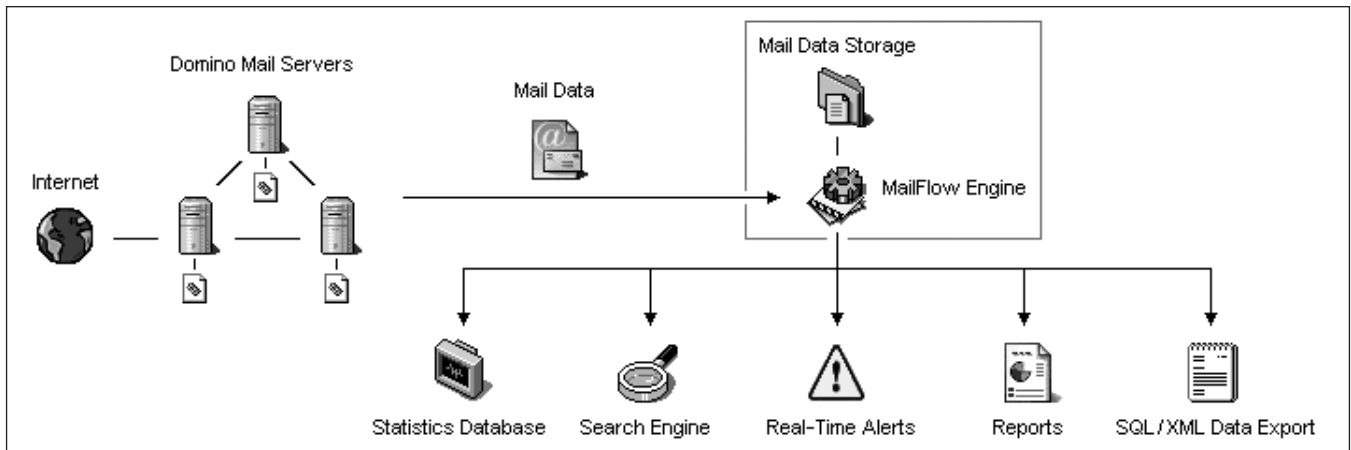
user group, individual server, cross-server, and infrastructure. It can derive these measurements from *every* e-mail within the organization — up to several million a day — unlike similar market solutions, which are limited to the basic information recorded in log files.

Using this e-mail row data, MailFlow Analyzer calculates user and server behavior, and it measures how those metrics compare to the standards outlined in the service-level agreement. These comparisons are based on concrete calculations and are therefore extremely precise, as opposed to the global overview graphs available in the Notes statistics database. Notes has no single formula or presentation mechanism to easily roll up usage data and demonstrate that e-mail use patterns

## How MailFlow Analyzer can benefit the entire organization

Everyone in the organization — from top-level managers to administrative support staff — can gain insight into e-mail traffic patterns and enhance their productivity by using MailFlow Analyzer's tools for tracking e-mail and categorizing user behavior.

- ✓ **Managers** can make better business decisions, such as whether to consolidate servers or redistribute costs, and they can also better forecast future hardware requirements or potential bottlenecks.
- ✓ **Administrators** can monitor mail server behavior, detect problems in the e-mail system, and respond to issues quickly.
- ✓ **IT support staff** can easily identify, react to, and meet end-user needs.
- ✓ **End users** can communicate internally and through the Internet more efficiently, and they'll gain faster helpdesk assistance.



**Figure 1** Residing outside the Domino environment, the MailFlow Engine processes raw e-mail data and displays its findings on a variety of application interfaces

are indeed meeting the business's needs, so its reports are normally very complex and rarely optimized.

*"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 have already jumped at the chance to deploy this light yet powerful solution."*

— Francois Favaron, CEO,  
CooperTeam

After computing the incoming data, MailFlow Analyzer presents this data in easily customizable reports, which can be displayed in a variety of interfaces, as well as in a search engine or statistics database (see **Figure 1**). These interfaces can also be accessed from the Web. MailFlow Analyzer's reports are available instantly after the data passes through the MailFlow Engine, so there's no need to build them during the night. Because MailFlow Analyzer's reporting flexes to meet your organization's needs, you get information and analysis to fine-tune your Domino servers and achieve

high-quality, cost-effective service in your unique Domino environment.

## Store data to meet future requirements

MailFlow Analyzer **stores** data in a highly compressed file format, which saves significant disk space. The stored data is available to the various threads of MailFlow Analyzer to quickly interface all of the statistics on different modules. It does not require a third-party database, such as SQL or Oracle, to store data, ensuring that storage space and cost requirements are minimal. In fact, companies that generate 500,000 messages each day can store all of the message data for the entire year in just 26GB of space. Those with 1,000,000 messages passing through their servers each day need only 156GB to store three years' worth of message data.

## Conclusion

Because there is no industry standard for measuring e-mail data volume, customers frequently ask CooperTeam how we do it. The answer lies in MailFlow Analyzer's architecture, which captures data down to the most minute detail and presents it in nearly

any kind of report. MailFlow Analyzer automatically generates these reports without affecting your messaging servers. The reports give you a thorough understanding of your messaging environment and:

- Identify the users sending the most and the largest e-mails
- Indicate underutilized servers
- Provide complete attachment file analysis
- Reveal the most-used Internet domain names

With MailFlow Analyzer, it is possible to achieve compliance not only with today's demanding reporting requirements, but also with tomorrow's, thanks to the complete, consolidated storage of all raw e-mail data. CooperTeam MailFlow Analyzer is easy to deploy, it supports every operating system and Domino version, and its results are instant. For more information, please visit <http://www.cooperteam.com>.

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