

White Paper



Lepide Exchange Reporter

Purpose of this White paper is to point out the requirements of Organizations for having a comprehensive Exchange server analysis and reporting tool. The paper also explains how Lepide Exchange Reporter perfectly fulfills all these requirements and offers additional benefits to administrators.

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1. Abstract

The importance of email system as enabler of business communication cannot be over emphasized. The email systems in today's organization not only ensure timely transfer of information but also act as a store house of the critical information for business. As email system supports the entire communication system of the organization, it becomes important to monitor its various activities and the way it consumes resources for proper capability planning.

Microsoft Exchange is certainly a forerunner when it comes to choosing the right email system for your organization.

"A recent research conducted by Microsoft indicated that in comparatively bigger organizations, which have more than five hundred installed desktops, Exchange Server has the biggest market share with over seventy percent of organizations using it in countries like USA, UK and Australia. The research also indicates that even the smaller organizations in developed countries are using MS Exchange more than any other email system".

The purpose of this Whitepaper is to provide you an overview of a simple way to perform Exchange Server Analysis and Content Management through Lepide Exchange Manager tool. This also explains the various benefits that an organization as well the Exchange Admins can reap with the help of this tool.

2. Business Case

In the absence of a proper reporting software, the entire email system looks like a black box. With the email Servers in constant and uninterrupted use and with huge amount of data transfer, the Admin need to know how the Servers are being used and in which manner. Without this, the Admin will not be able to fulfill Compliance Regulations and might also put the entire organization's confidential data in jeopardy. The Admin has the need and right to know the Server's Usage, Content, Growth and Traffic which helps him better understand the Exchange environment to ensure a safe and secure communication process.



2.1 Requirements

<i>From Admin's point of view</i>	<i>From Organization's point of view</i>
<p>An effective system to track the usage of email system for various departments independently and collectively. This will help to have a clear view on requirements of each department for future and better cost allocation.</p>	<p>A tool to keep an eye on entire organization's email system that can be spread over multiple locations and across multiple domains.</p>
<p>A platform to monitor vulnerable systems for security breach and avoid email abuse in the organization by having automated mailbox traffic reports.</p>	<p>Analyze the current uses of Exchange server to forecast future requirements and do proper Exchange capacity planning.</p>
<p>A centralized platform that offers integrated data collection, processing and report generation. This will eliminate the need of having multiple tools that provide piece-meal solution to the problem and hardly talk to each other.</p>	<p>A means to study various traffic models to perform load balancing and prevent under utilization and over utilization of Exchange servers in the domain.</p>
<p>Provision to analyze email system performance regularly to detect ups and downs and investigate into their causes. Subsequently, all the issues that lead to degradation in the performance can be sorted out.</p>	<p>A means to monitor email flow to study traffic pattern and stop transfer of sensitive information outside organization.</p>
<p>Replacement of manual Exchange reporting system that consumes disproportionate amount of time and resources and provides insufficient information.</p>	<p>A system that can provide answers to audit questions as and when required by collating data from various sources and help organization in staying compliant to various internal and external regulations.</p>



3. What is Lepide Exchange Reporter?

3.1 Overview of the Product

Lepide Exchange Reporter is an all-inclusive Exchange reporting tool to deal with all the problems of conventional email system analysis and reporting methods and provides the administrator with essential details of organizational email system configuration and usage.

Lepide Exchange Reporter collates information from Exchange transaction log files and information store, analyzes it and generates more than fifty reports on email flow, mailbox folders and OWA that includes minutest but essential details.



Via numerous reports on Server traffic, Growth and Usage

Plan and optimize Server resources
(Capacity Planning)

Monitor the entire Exchange
environment of your organization

Birds-eye view on the details and
usage of organization's email system

Ensure Corporate Email compliance



4. Lepide Exchange Reporter- Meets the demands

Automatic monitoring of Mailbox Traffic and Mailbox Content

Need : Access and monitor continuous Server data wherever you are.

Solution: Schedule required reports and they will be delivered automatically to the configured mailbox. Access all the reports on the move as and when required without having administrative rights. All the reports can be delivered to intended recipients through email.

Track multiple Servers

Need : Have multiple Admins track multiple Servers

Solution : You can add as many Exchange Servers as you want and track them simultaneously. In case there are multiple domains in the organization with different administrators looking after different domain, reports generated from each server can be delivered to the concerned administrator in their mailbox.

Automated Server scanning

Need : Minimize manual intervention to the lowest level

Solution: Lepide Exchange Reporter offers provision to perform automatic server scanning and log files and information store data collection as scheduled by the administrator. This ensures that fresh data is generated in the reports.

Filter Reports to granular level

Need : Need to locate minute details on reports

Solution: There are a number of filtering options that allow you to filter reports to the granular levels. Thus, you can find the required information within seconds from a huge number of records by applying the appropriate filtering criteria.



6. What would you achieve with Lepide Exchange Reporter?

Management of Resources

Some of the reports offered by the Lepide Exchange Reporter allow one to have an understanding of the resource consumption by user mailboxes. Such users may belong to different departments or user groups. These reports give details such as storage size used by mailboxes and maximum OWA access done by a computer. Hence, they can be used for better allocation of the existing resources among different departments.

Mailbox Folder Analysis

Reports depicting the size and growth of mailbox folders can be used to find out oversized and/or inactive mailboxes. Such reports can also be helpful in defining mailbox quota for different user groups and also determine future requirements based on mailbox growth reports.

Monitoring email traffic flow

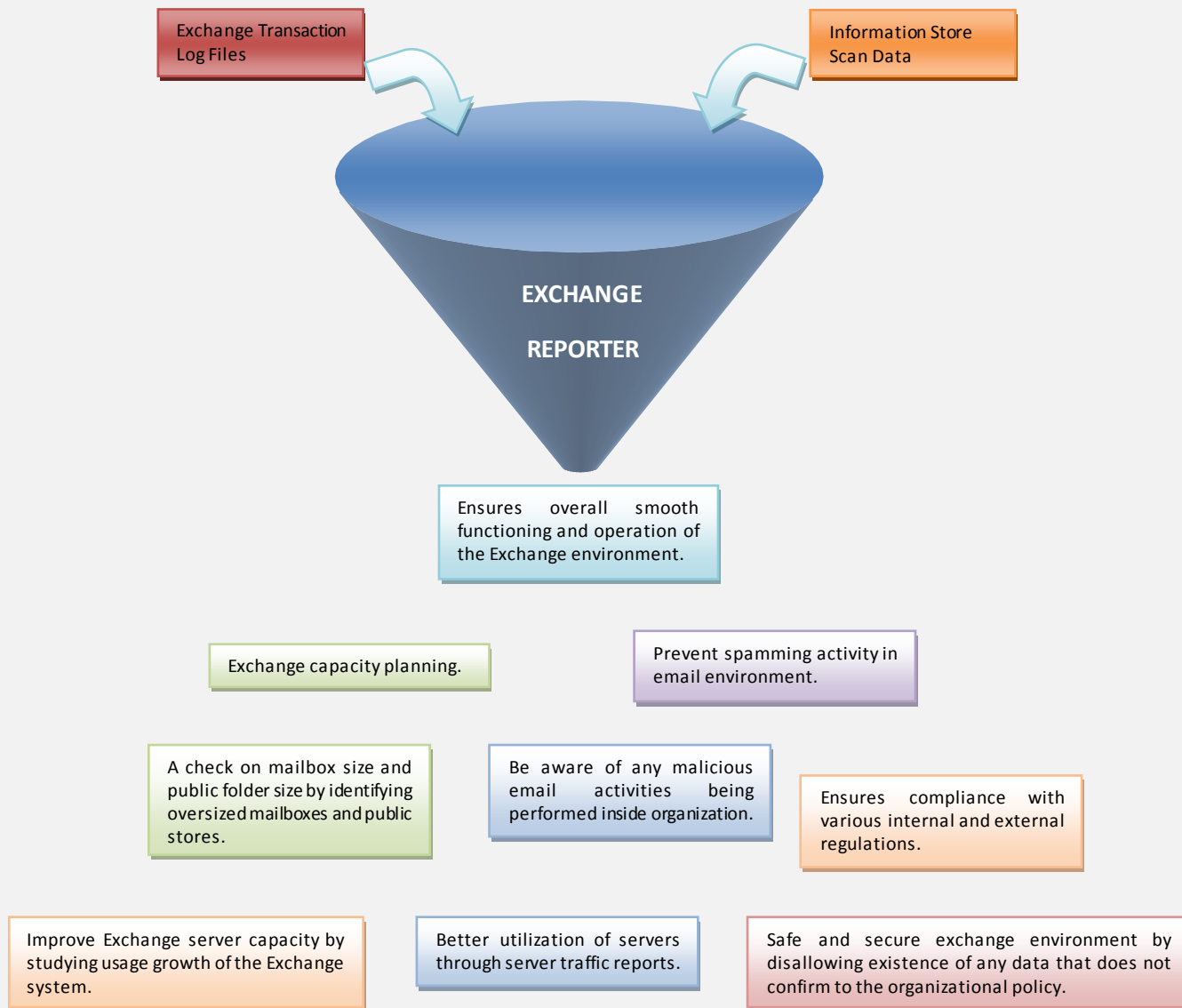
User email flow reports give details about all the messages sent and received by a particular user. It also gives details on the number of interaction between different users. Such reports can help to identify any anomaly in the email flow at the earliest and investigate into the reason for the same.

Auditing

Software can be used for audit purpose by providing answer to a number of audit questions as and when required. Reports such as “Permissions on Mailbox Folders” can be used to generate data that is usually required for the auditing purpose.



6. How Lepide Exchange Reporter works?





6. Exchange Server Reports

Lepide Exchange Reporter's reports have been categorized in four major sections – Email-Flow reports, Mailbox Reports, OWA reports and General Reports.

Various Reports generated by Lepide Exchange Reporter

Email Flow Reports	<ol style="list-style-type: none"> 1. Based on Users 2. Based on Email Subject 3. Based on Senders/Receivers 4. Date-wise 5. Size-wise 	
Mailbox Reports	<p>Expand a mailbox of a specific user and view the details of various sub-folders in the mailbox. Also view details of all sent, received, junk emails, deleted items, journals, notes, tasks, calendar entries and contacts folders of a particular mailbox.</p>	
Outlook Web Access Reports	<ol style="list-style-type: none"> 1. Resource Request Details 2. OWA Usage Growth 3. Daily OWA User Usage 4. Hourly OWA User Usage 	
General Reports	1. Directory Reports	Reports on Directory Objects, Distribution Groups and User attributes
	2. Delivery Reports	Reports on Delivery time intervals, Sent/Received emails
	3. Mailbox Information Reports	Reports on Permissions, Rules, Folder Size, Content, Attachment etc
	4. Mailbox Traffic Reports	Reports on Traffic Activity, Daily Traffic, Traffic Growth and so on
	5. Public Folder Reports	Reports on Access Permissions and Public Folder contents
	6. Server Traffic Reports	Reports on Traffic per Domain and Traffic Comparison
	7. Storage Reports	Reports in Information Store Size, Growth and mailbox size growth.



8. Conclusion

While managing day-to-day activities of Exchange server, administrators hardly get time to analyze its usage for performance improvement and future capability planning. Besides, the data that is presented to analyze and monitor these Servers is vast, crude and scattered everywhere. Lepide Exchange Reporter is an important business add-on that allows administrators to access all the needed data for the Admins to analyze the Exchange Server data to monitor them effectively and plan for future growth and needs easily. For those who have their email environment based on Exchange server, this tool stands to offer way beyond the investment you make to own it.