

Microsoft is by far the leader when it comes to business email platforms, with many companies, small or relatively good sized enterprise, choosing to relinquish control of their email services fully in to the hands of Microsoft by opting for the newer Office 365 solution. Despite all that movement, we still see a huge percentage of companies who are holding onto the Exchange platform to ensure full control over their internal communication platform, therefore requiring a regular need for Message Level Restore.

## WHAT IS MESSAGE LEVEL RESTORE

Message Level Restore (MLR) is the ability to recover a message from an old copy of an Exchange database. Companies require this functionality for many reasons, as simple as basic user error to as complex as a legal recovery. Addressing the requirement of MLR is handled differently across the backup landscape and is often highly dependent on the initial method of data ingestion. One common aspect of all solutions is that recovering a mail message through a backup product is either complicated and powerful, or simple and limited in capability.

## MESSAGE LEVEL RESTORE WITH ASSURED DP & RUBRIK

Rubrik leverages a combination of it's Live Mount functionality and third party mail recovery tools, such as Kroll Ontrack - to perform a message level recovery. The Rubrik process is similar to other snapshot-based protection techniques where the VM or file set containing the Exchange database is presented to an instance of a third party mail recovery tool. This can then open the specific files and offer the standard Outlook-style search tools across all the mailboxes. Identified mail messages can then be pushed back into Exchange or written off to a PST file to provide to a 3rd party.

The challenge with only using the Rubrik technology for MLR is due to the level of access required by the individual. To overcome this, Assured DP have created a User Interface that simplifies the process, allowing access capabilities to a broader range of users without them needing deep access to the Rubrik or VMWare, as previously needed.



Higher  
Security

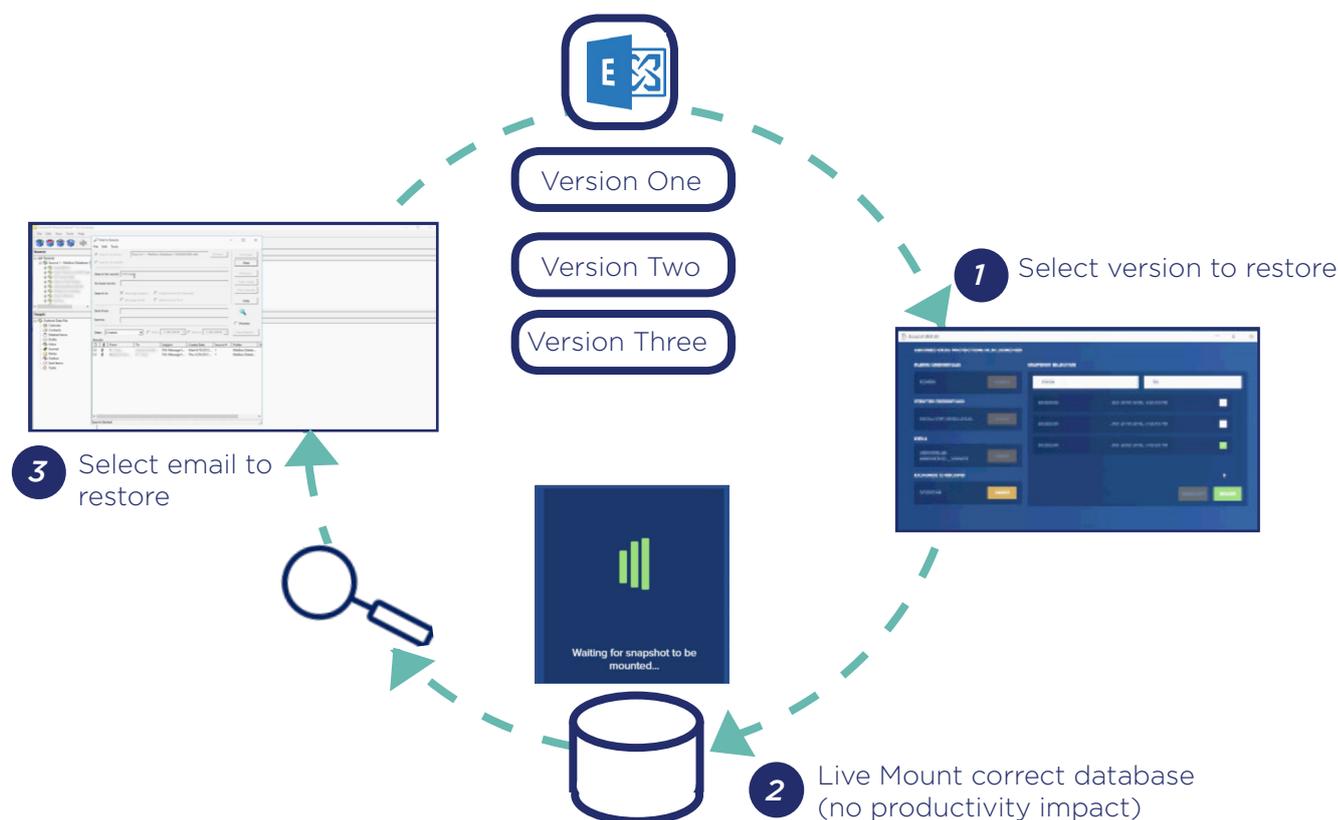


Role Based  
Access UI



Simplicity

## HOW IT WORKS



Caching the credentials and remembering both the recovery target and the third party VM name allows a user to mount a snapshot without requiring login. This allows backup administrators and system administrators to provide the tool to level 2 recovery engineers who are cleared to see the data, but may not have the knowledge or authority to safely access the platforms.

Setting a date range for the snapshots and displaying them in a GUI improves the user's ability to narrow down the correct recovery snapshot. Providing an easy to understand snapshot list combined with an automatic mounting process enables users to easily navigate to the snapshot they wish to restore from. The UI incorporates a progress bar to show the current status of the live mount and VMDK movement to enhance and improve the customer experience and reducing the frustration that often-left scripts cancelled half-way through, or failed runs sitting idle for hours.

At Assured DP, we take great tools like Rubrik and Kroll Ontrack, combine them with real user feedback and years of industry experience to deliver an easy to implement/operate solution for Exchange message level restore. Our approach improves business process workflow and security by simplifying and speeding up the process. This enables the right person to do the right job faster without compromising key systems integrity.

## ASSURED DP

At Assured Data Protection, we have over 100 collective years of industry experience. We work exclusively with Rubrik so we know the product inside out and we understand its exceptional capabilities. As their leading MSP we can offer the solution as a managed service tailored to individual business needs on either a cap ex or op ex model making it affordable and achievable.

### WANT TO KNOW MORE ?

To find out more please contact any member of the Global Assured DP team  
enquiries@assured-dp.com | UK Team: 0 (+44) 800 061 4298 | US Team: +1 (703) 888 4783