

The Ultimate Messaging Management Product

Use this checklist to select a comprehensive messaging management product.

Monitoring and Message Tracking:

- Monitor links/connectivity
- Monitor servers and services
- Monitor queue lengths and log files
- Track actual messages
- Conduct message polling

Server Management:

- Discover servers and agents, such as MTAs, DSAs, etc.
- Detect stopped services and restart them
- Provide remote diagnostics
- Reset passwords remotely

User Features:

- Provide automatic local archive of messages, calendars, documents, etc., after N days
- List expiration dates on messages, documents, news items, workflow, calendars, etc.
- Limit message size to be downloaded

Administrator Features:

- Management system integrated with administrative user interface
- Multiple servers viewed on same screen
- Customizable toolbars, report labels, name formats, etc.
- Web-enabled administration
- Remote management and diagnostics
- Provide ability to "mass add" new users
- Assign users to sites, groups, organizations
- Let users be members of more than one group, site, organization
- Consolidate all users' various user IDs
- Provide audit trail of system configuration management activities
- Provide flexible rules and filters
- Track user access times to message store
- View size of user's message store
- View number, type and date of messages in user's store and public/private folders
- Set user/global message store limits and alert thresholds
- Limit size of messages in message store/through gateway
- Alert users about to exceed message store threshold
- Ban message delivery once store limit exceeded
- See/track/release dead/pending messages

Reporting:

- "Snapshot" a particular person's use of a particular resource
- Provide exception reporting
- Exclude certain users, groups, resources
- Output to popular applications (Word, Excel, etc.)
- Output to HTML (automatically publish/view on the Web)
- E-mail, print and store reports
- Provide statistical/graphical display
- Enhance graphs (change chart labels, 3-D effects, shadowing, etc.)
- View multiple jobs on same graph
- Provide summary reports—by day, week or month
- Schedule the running of reports
- Search capability to find a particular report
- Create a folder for frequently used reports

Alerts and Notifications:

- Notify by e-mail, audible alert, pager, console message
- Provide various alarm and status levels
- Launch application based on a specified alert
- Send SNMP trap

Retention and Archival:

- Notify user prior to and after deleting specified messages
- Provide expiry dates on messages, attachments, private/public folders, calendars, workflow items, etc.
- Delete messages automatically when expiry dates are reached
- Find individual documents, messages
- Offer degrees of archive—active message store, active archive, long-term archive
- Provide scheduled archival
- Scale from a single user to global enterprise
- Archive multiple file types

Virus Protection:

- Check new or changed documents/messages
- Check compressed files
- Remove, move or rename infected files
- Store infected files for administrative review and disposition
- Detach attachments and check them
- Scan directories, files, individual user mailboxes, floppy, local and network drives

Compression:

- Compress messages and attachments
- Compact information in user's folders

Backups and Restores:

- Perform online backups and restores
- Perform scheduled and ad hoc backups
- Remotely manage backups and tape devices
- Back up to a variety of tape devices

Accounting/Billing/Chargeback:

- Allocate costs to group, user or resource
- Set credit limits by cost, size, allocation
- Generate statistics (for planning/budgeting purposes)
- Subscription- and usage-based charging
- Multiple rate structures—based on duration, messages and bytes sent/received
- Associate charge with a filter to display charges on a particular report

Electronic Software Distribution:

- Identify user machine, version and user
- Generate a set of defaults for the client
- Set up a default desktop for the user
- Handle initial deployment, configuration and upgrades
- Schedule off-hours distribution
- Add new users remotely

Database Access:

- Create all required tables automatically
- Handle at least 100 database connections
- Support SQL Server, SQL Anywhere, Oracle, ODBC, etc.