

PST FlightDeck

Automated PST file identification, migration and elimination

PST FlightDeck is used for PST file migrations to targets such as Office 365/Exchange Online, Exchange On-Premise, Enterprise Vault and hybrid configurations.

Migrating, consolidating and eliminating files with PST FlightDeck reduces security vulnerabilities, bolsters compliance and enables robust multi-platform email availability.

PST Files

PST files are the default format for storing offline messages and other items in Outlook. Organisations typically have many thousands of unmonitored PSTs created by users, scattered throughout the enterprise – on desktops, laptops, removable disks and shared drives.

PSTs create management headaches, present security and compliance issues, and are a huge data leakage risk. However, most organisations have little insight into where PSTs are created and stored, or how much data is in those files.

PST File Identification

PST FlightDeck can quickly be deployed to discover all PST files within your environment. PST discovery and reporting will result in an accurate overview of the extent, spread and characteristics of PST's throughout your organisation. The PST FlightDeck discovery process rapidly scans the customer's enterprise to determine the size and number of PST's (includes those connected and disconnected to Outlook) residing in their infrastructure.

KEY FEATURES OF PST FLIGHTDECK

PST FlightDeck locates PST files (desktops, laptops, removable disks and network drives), processes them, ingests PST file content into the target platform and deletes the old files.

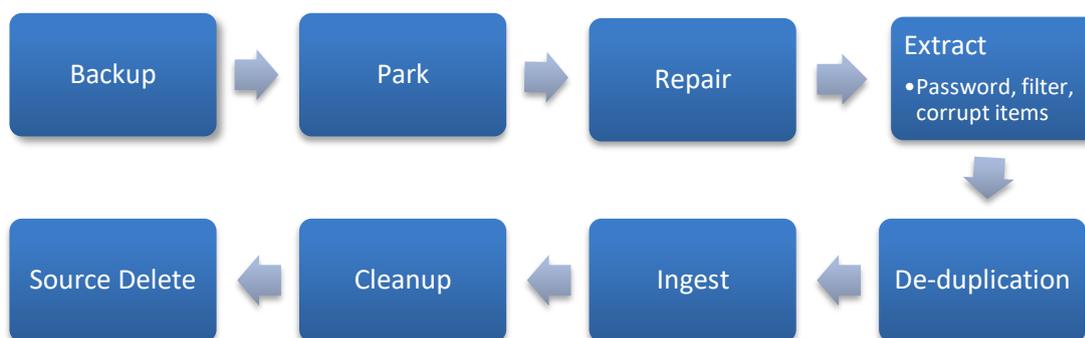
- **Scanning intelligence** - 6-factor owner analysis determines PST ownership more accurately than similar apps, reducing administrative time and effort. Scans local drives, attached USB devices, network shares.
- **Active user policy Management** - CollectProfile technology sets different policies based on local environment, regional restrictions, platform, language, regulatory and infrastructure constraints.
- **Reporting** - Detailed reporting of PST file location, ownership and size.
- **No interruption to IT services** - Active Bandwidth Management for complex networks prevents disruption to critical services and optional scheduling of PST collection.
- **Advanced exception handling** - Automated verification, repair, de-duplication, filtering, password removal and detection of empty files reduces mapping and import workload by 17%.
- **Hub/Spoke configuration** - Prevents need to transfer data over corporate network, helps reduce service provider bandwidth throttling, single console control.
- **Industry's fastest ingestion for Office 365** - Advanced Ingestion Protocol (AIP) provides incredible Office 365 ingestion speeds when compared to EWS or MAPI methods.

PST FlightDeck provides a full audit trail. Its core module contains the business logic, additional modules are deployed according to the migration scenario.

KEY BUSINESS BENEFITS OF PST FLIGHTDECK

- **Find files other methods miss** - Fast search and scan for devices, shares, and removable media.
- **Reduce licensing cost for archives** - Leavers' mailboxes are automatically ingested and then remain discoverable while license is revoked and repurposed.
- **Maximize speed and save network resources** - Dynamically manages speed based on user profiles and local bandwidth.
- **Automate standard tasks** - Identifies PST users more accurately than any comparable application, removes passwords and fixes interrupted ingestions on the fly.
- **Keep users working** - Secure transfer with uninterrupted access. Upload and ingestion while Outlook is in use.
- **Keep users informed – Optional** Automated email communications throughout process.
- **Save storage** De-duplication prevents redundant/backup PST ingestions. Filtering of old and irrelevant data saves additional space.

THE FLIGHTDECK PROCESS



User considerations

It is important to recognise that PST files are user files. Some may be private, some may no longer be needed, and some may require specific authorisation for migration. PST FlightDeck includes configurable flexible options for user communication to ensure the necessary permissions and procedures are followed.

Centralization

For PST files to be processed they must first be centralised. An intelligent agent locates the files, determines ownership, number and size. PST FlightDeck optimises bandwidth control (using BITS) during centralisation to avoid resource overload and preserve user access without risk of downtime.

Rationalization

After centralization, the files must be processed to reconcile users, remove passwords, repair any corruptions and de-duplicate at an item level. This process will reduce storage and avoid user confusion. Shared PST files, and those belonging to users that have left, must also be addressed.

With 'disconnected' PST files, there's no obvious way of knowing which user a PST is associated with. Some vendors use an automated two-factor owner analysis to reconcile files, but PST FlightDeck uses an industry defining six factors: original location, creator, attachment of other PSTs, user directory cross-checking, inspection of content – who most commonly sent and received from that mailbox in addition to automatic assessment of probable user against expected user. This substantially reduces the amount of operator intervention required to assign ownership.

Ingestion and cleanup

PST FlightDeck's Advanced Ingestion Protocol (AIP) dramatically compresses the size of data that needs to be ingested into the target, so that physical migration takes place much faster. Target platforms typically include Office 365/Exchange Online, Exchange 2013, an on premise or cloud email archive, or any hybrid combination.

Post ingestion, PST FlightDeck cleans up shortcuts, safely eliminates old PSTs, and removes safety backup copies after an appropriate amount of time.

PST to O365 migration

One of UK's largest education institutions migrated the On-Premise Exchange infrastructure to O365. A key requirement was to locate and migrate the PST files within the enterprise to the relevant O365 mailboxes archives. PST FlightDeck enabled them to free up 16TB from network drives and eradicate PST files from desktops, eliminating PST files from their environment.

25% of PST files discovered were ownerless. These leaver's PST files were automatically migrated into O365. During the leavers' migration, the O365 license for each target mailbox (Leavers PST target) was revoked and repurposed. Hence the target O365 leavers mailbox did not require an O365 license. The process was fully automated.

The migration was so successful that they went on to use PST FlightDeck to consolidate additional user data from external departments into O365.

PST to Enterprise Vault

A global Gas & Energy company had a requirement to locate and migrate PST files directly into Enterprise Vault (Email archiving solution).

As the company was a global operation PST FlightDeck was used to automate and schedule the migration across different time zones.

It was imperative that users experienced uninterrupted access to PSTs currently connected to Outlook.

As users were provisioned for Enterprise Vault, PST FlightDeck migrated the PST files directly into the users' corresponding archive. The clean-up phase of the project involved automated removal of the source PST files as well as reconfiguring the users' outlook profile.