



transvault
Let's move together



Migrator for Google

Frequently Asked Questions

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1. What is Transvault for Google?

Transvault for Google is designed to migrate email content from myriad on-premise archive platforms directly into the Google cloud. Examples of where Transvault can be used include:

- Migrating all or selected user archives into corresponding Gmail accounts
- Migrating email records into the Google Apps Vault service for long-term retention and eDiscovery

Transvault moves your email records in 1 step, directly from source to target via the Google API. Using this approach, organizations are assured chain-of-custody. It also eliminates the risks and overheads involved in manually-intensive, multi-hop migrations (e.g. using PST files).

You can use Transvault to perform selective migrations based on multiple criteria. This intelligent approach means you take only the data you need and minimizes the time and cost of your migration.

Ensuring a seamless as possible experience for end users is also paramount, and Transvault includes advanced capabilities in this respect. For example, you can migrate only the items for which a shortcut still exists in the user's mailbox.

Importantly, your move is fully audited to ensure peace of mind and to meet business governance and legislative needs.

2. Why not just import our legacy archive to Google via PST files?

Many third-party archive platforms offer the ability to export archived mailboxes to PST files, and Google offers tools to assist with PST file *ingestion*.

It's tempting, therefore, to consider a manual approach that uses PST files as an interim format.

There are many issues with this manual, PST-driven approach, which include:

- **It's slow and intensive.** 'Native' archive extraction tools are typically single threaded and need to be manually overseen (i.e. you could not leave several mailboxes running overnight). This significantly increases the migration time-frame and manpower costs involved.
- **There's no error management.** If an extract or import fails, the process stops with no indication of what the problem was and no ability to resume where the process left off or skip (and identify) just the items that fail.
- **There's no logging or auditing.** With PSTs there is no record of what data has been moved. All checking of PST actions needs to be done manually and this is subject to human error.
- **PSTs risk the security and integrity of your data.** The multi-step process involved in PST-led migrations mean that files need to be held in an interim location for a length of time, during which they are potentially open to tampering. Chain-of-custody is broken as a



consequence, making a PST-driven migration unsuitable for organizations that have a compliance remit.

- **Large PST files are prone to corruption.** This creates problems when extracting large archives.
- **You'll need lots of interim storage:** You'll need to set aside a large amount of space to pre-stage your data as it is migrated. Given that PSTs are notoriously space-inefficient and that you will lose single instance storage, this may be up to 10 times the size of your legacy archive.
- **No ingestion flexibility.** With the PST approach you will typically need move all data in a mailbox – there's rarely the ability to filter or be selective over what you extract or ingest. E.g. exclude any items in the \personal folder and any items >10 years old.

By comparison Transvault offers automated, multi-threaded, high-speed extraction with full error-logging and chain-of-custody. It also offers advanced data selection and mailbox management capabilities.

3. Can Transvault help manage what we upload into Google?

Yes. Prior to your migration Transvault helps analyze your existing archive usage - e.g. how much storage is being used, how many archive stores there are, the average mailbox size, total number of items, age, etc. Transvault then lets you be selective in what you migrate and to where. Examples include:

- Move only the data that users still have shortcuts to
- Move just the last n years-worth of data,
- Move data according to criteria including To, From, Subject, Folder, Attachment, Date etc

A migration is therefore a great opportunity to significantly reduce the quantity of email you retain.

You can also implement demonstrable and audited migration policies to underpin any legislative requirement you have with respect to email retention.



4. Does Transvault support migration into Google Apps Vault?

Yes. If you have licenced the Google Apps Vault service you can migrate all or selected archived data into it.

For example, you might elect to migrate leavers' mailboxes into the Vault service so that eDiscovery can be carried out on this data.

Similarly for any users that have in excess of 30GB in their combined archive and primary mailbox, you can create migration policies that place older data into the Vault service to avoid filling up the the default 30GB of storage that is allocated to users (for both their Gmail and 'Drive' service).

5. What do migrated items look like?

Google does not maintain a folder hierarchy in the same way that, say, Microsoft Exchange does. Instead, it provides a 'view' onto items based on Labels associated with those items.

To cope with this change, Migrator automatically detects the latest folder (and sub-folders) associated with the items in your source archive and creates the relevant Labels as it passes the item to the Google API.

6. How quickly can Transvault migrate archived items?

Google imposes a limit of 1 item per second per mailbox when moving items into its service, however the multi-threaded nature of Transvault means that you can write to multiple mailboxes at once to get the optimum upload speeds.

As well as running multiple threads on a single server, multiple Transvault servers can be configured to operate in parallel to ensure that the performance of the Transvault services is never a limiting bottleneck on the duration of the project.

Your chosen archive migration partner can establish a proof of concept (POC) to establish likely throughput rates in your specific environment.



7. How can I find out if Transvault has migrated all of the data?

Transvault includes auditing functions that keep track of the migration of each individual item.

If the migration of an individual item fails (e.g. owing to data corruption, system configuration or connectivity issues) tasks can be automatically re-run to target *just* these items, adding them into the new Exchange mailbox alongside items that were previously successfully migrated.

Reporting is also available to highlight how much data has been moved for each user in the legacy archive.

8. What happens if an item fails to migrate?

Failures may simply be temporary failures owing to environmental issues such as poor network bandwidth or high loading on the legacy archive system, in which case Transvault will automatically re-process the relevant item(s) a specified number of times and/or at a different time of day.

In the event of a permanent failure, a full log of the item(s) in question is produced, enabling further sitespecific investigation.

'Permanent' failures tend to be low – typically .001% of the overall email quantity. They are also usually attributable to pre-existing problems in the source archive (i.e. not caused by the migration process). As such, it is likely that these items would NOT have been picked up by any audit or eDiscovery exercise.

NB - If your organization requires further investigative work to be carried out in the event of a corrupted item, this should be discussed with your chosen Transvault service provider in advance.

9. How does Transvault aid compliance when migrating?

Manual migration methods that rely on problematic PST files (see response to Q3) are subject to human error and have no tracking or auditing mechanism to prove that a migration was 100% successful.

As described earlier in this document, Transvault eliminates opportunity for human error. It also includes complete auditing of the migration process.

For example, detailed reports show 1:1 mappings of the ID of the item in the source archive and the ID of the new item as it now exists in Google, enabling you to demonstrate of a complete '**Chain of Custody**' for the data whilst undergoing migration.



10. What do you mean by 'chain-of-custody' and why is it important?

Chain-of-custody refers to the reliable recording of processes and procedures that occur while evidence (physical or electronic) is being captured, held, transferred or disposed of. It is vital that the evidence in question has remained free from alteration and that secure handling has been provided at all stages.

Transvault's logging and reporting capability provides chain-of-custody evidence demonstrating that data has been successfully transferred into Google.

This is important since any later data investigation or discovery against migrated emails will seek to validate that the data has been handled correctly and that nothing was missed out.

11. We are involved in a demerger and need to split our archive. How does this work?

Transvault can filter items by user, user groups, folder and dates, thus enabling data to be incisively selected and migrated to Google or another destination.

Transvault also has the capability to re-write all email addresses in sender and recipient fields so that the email is usable with any new domain naming or recipient-addressing conventions.

12. Will I need to buy services?

Yes. Although Transvault automates a lot of the data migration process, you will need additional services to plan the migration, install and configure Transvault, and oversee a successful completion.

One of our many experienced partners across the globe will be able to advise on and deliver the appropriate Transvault-related services for your organization.

To contact a reseller or partner, please see <http://www.transvault.com/> for more information.

13. Do I need to provide systems to run Transvault Migrator on?

Unless provided by your chosen Transvault partner, you may need to make available one or more servers for a short time-period. Your Transvault partner can advise you on pre-requisites.