

BUSINESS  
FOCUSED

# MESSAGING REPORTING



A Guide To Successful  
Reporting & Analysis  
of Microsoft Exchange,  
Microsoft Office 365,  
Microsoft Lync,  
RIM Blackberry and  
Sendmail Messaging  
Application Services



# Understanding Business-focused Messaging Systems Reporting

Most organizations today rely heavily on email and have made large investments in their email infrastructure. Well-run organizations monitor the day-to-day operations of their email system to ensure a reliable, efficient communication channel. Traditional systems management and **monitoring solutions don't always answer the tough questions managers ask.**

## Health Monitoring & Reporting

Systems management tools, such as Microsoft Systems Center Operations Manager, monitor the minute-by-minute health of the servers, networks, and applications within an organization sending alerts to IT staff when potential problems arise. This level of health and availability monitoring is essential.

While these tools are able to collect data for reporting, the types of data collected are typically server-focused with little application-awareness. Reports produced are generally targeted towards items such as CPU utilization, disk I/O, service uptime, and available storage.

## The Missing Piece

Consider this scenario for a moment: You have an Exchange organization that consists of over 5,000 users. Your team monitors the on-going operations using Microsoft SCOM. Over the last month, **you've noticed that server utilization** across your Exchange servers has been gradually increasing at an alarming rate.

**You've checked the server hardware and network,** but everything seems to be in good shape.



Is utilization increasing because your users truly are increasing their amount of message traffic? And, if so, is this legitimate business traffic or something else? If it is legitimate business traffic, is there a specific department that has caused this impact?

## Answers to Tough Questions

Sirana AppAnalyzer provides the answers. **AppAnalyzer's extensive list of detailed, business-focused reports** help you better understand how your Messaging system is being used so that you are able to make informed management decisions.

Combined with a traditional systems management monitoring tool, such as Microsoft SCOM, AppAnalyzer offers everything you need to ensure reliable, efficient, and secure email operations.

# Reporting Needs Throughout Your Organization

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Basic day-to-day business operations, timely customer communications, and industry regulation compliance are just a few of the key factors that drive business-focused Messaging reporting. While IT may own the email system, managers throughout your organization have specific email reporting demands that vary by functional role.

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## Messaging Administrators & Engineers

Messaging administrators and engineers struggle to keep-up with the impact of system upgrades, configuration changes, and end-user account management.



## IT Managers

IT Managers need confirmation that their email infrastructure is being managed efficiently. They also require departmental messaging system cost analysis to properly justify budget needs.



## Business Unit & Executive Managers

Business Unit Managers, such as Human Resources Management, need assurance that email acceptable use policies are adhered to by all employees. Executive Management wants the big picture view of how their investment in email resources is paying-off.



The following pages of this guide illustrate several examples of business-focused Messaging reporting utilized by successful, well-managed organizations today.

# PREVENT END USER HEADACHES DURING UPGRADES AND MIGRATIONS

## Proactively Identify Client Issues

End-users connect to your Exchange servers through many different client platforms (Outlook Web Access, Outlook Anywhere, Active Sync, Exchange Web Services) and versions of those platforms. In a perfect world, all end-users would be running the latest and greatest versions of those platforms, but that is almost never the case. While Microsoft Exchange Server does provide backwards compatibility for many client versions, many also have conflicts that give the end-user a less than optimal experience or, worse, prevent them from accessing their Messaging data.

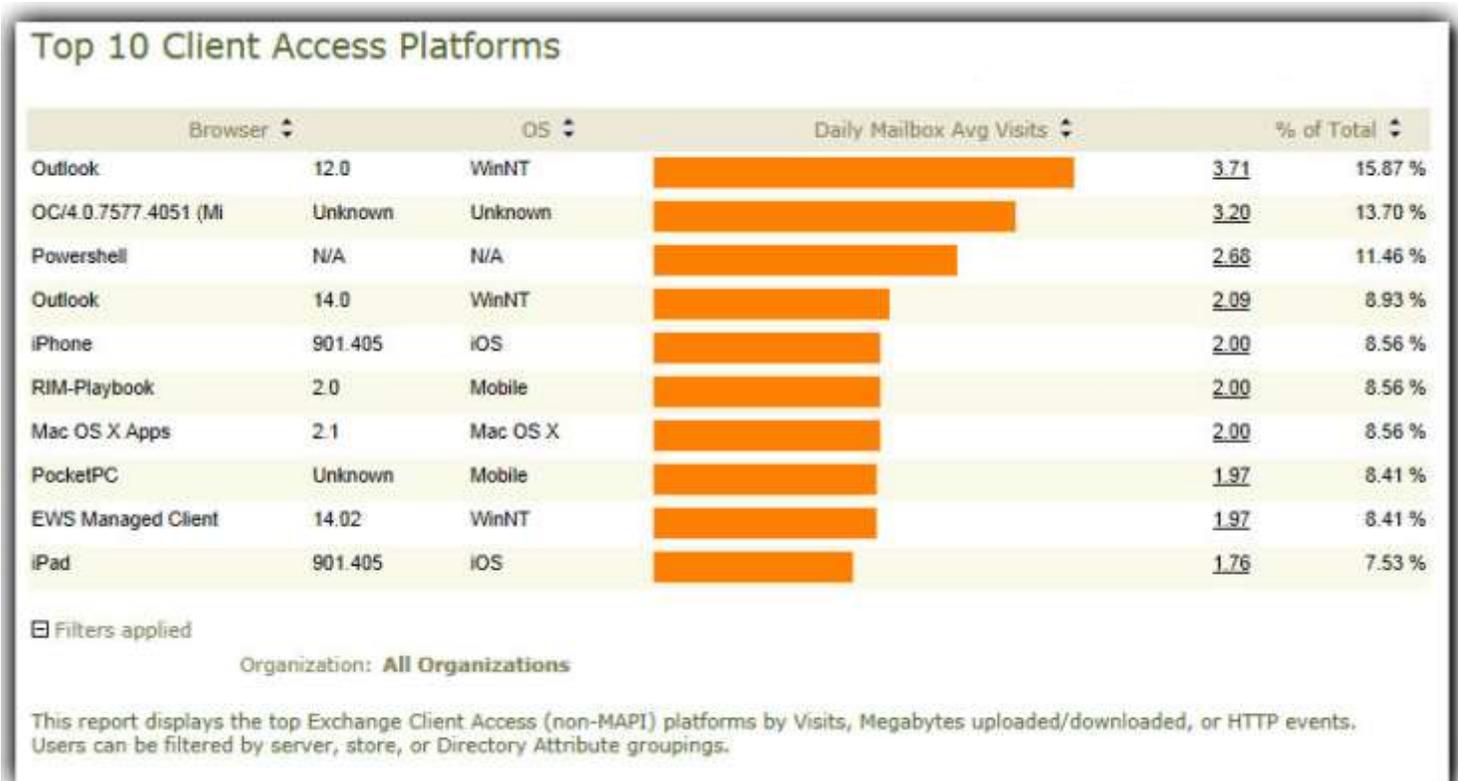
AppAnalyzer provides detailed analysis of the Client Access server activity, with comprehensive user and platform reports.

## What Can You Do With This Information?

- ⦿ Better understand the impact to end-users of planned migrations and upgrades.
- ⦿ Identify those users that need to be contacted and upgraded prior to server migrations and upgrades.
- ⦿ Analyze the adoption rate of various Client Access platforms, such as iPhone and Android devices.

# SAMPLE REPORT:

## TOP N CLIENT ACCESS PLATFORMS



### Educated Email Mobility Decisions

As you make decisions about Exchange server upgrades and migrations, it's important to understand the potential impact on your end-user community and their ability to reliably connect to the messaging system. Often times, end-users are connecting via outdated clients that may no longer be fully supported with new versions of Exchange. This sample report displays a breakdown of the various clients that are connecting to your Exchange Client Access servers. The report can be expanded to see all client types, as well as provide drill-down to additional user data.

# ALLOCATE MESSAGING SYSTEM COSTS BY BUSINESS UNITS

## Chargeback Reporting Based On Your Costs

Many IT departments have begun to consider treating messaging as a utility. Each Exchange user has both fixed costs, such as licensing and support, as well as variable costs like storage and bandwidth. AppAnalyzer has built-in functionality that provides easy chargeback reporting and analysis customized to meet your organization's actual costs.

The "Mailbox Size Averages By Group " report is one example of AppAnalyzer's ability to view message traffic and/or mailbox storage cost by any Exchange directory attribute, such as department, company, office, or custom attribute. Drill-down capability offers detailed analysis of individual mailboxes and departments.

## What Can You Do With This Information?

- ⦿ Perform intra-company charge-backs to departments or divisions that have the greatest impact on your overall Exchange operating costs.
- ⦿ Justify the need for future hardware and software upgrades and additional staffing based on chargeback reports showing the importance of your Exchange operation to specific departments.
- ⦿ Expose departments or individuals that abuse storage to highlight the need for disk storage quotas.

# SAMPLE REPORT:

## MAILBOX SIZE AVERAGES BY GROUP

### Mailbox Size Averages by Group (Multi Column)

Department ▾	Daily Average		Mailbox Average	
	Items ▾	Megabytes ▾	Items ▾	Megabytes ▾
Engineering	<u>62,389</u>	<u>1,409.08</u>	<u>31,194</u>	<u>704.54</u>
Home	<u>3,512</u>	<u>58.72</u>	<u>3,512</u>	<u>58.72</u>
Localization	<u>4,559</u>	<u>153.12</u>	<u>4,559</u>	<u>153.12</u>
Management	<u>35,552</u>	<u>1,476.64</u>	<u>17,776</u>	<u>738.32</u>
Marketing	<u>27,848</u>	<u>1,256.22</u>	<u>27,848</u>	<u>1,256.22</u>
Sales & Marketing	<u>41,098</u>	<u>962.59</u>	<u>41,098</u>	<u>962.59</u>
Support	<u>2</u>	<u>0.01</u>	<u>2</u>	<u>0.01</u>

Filters applied

Directory Attribute: **Department**

This report displays the daily average number of mailbox items and megabytes by storage group, store, server group, server, directory attribute or mailbox as total values or average values. "Daily Average" values are based on the total size of all mailboxes in the group and "Mailbox Average" values are based on the total size divided by the number of mailboxes in the group.

### Budgeting Insight

This sample report illustrates a high level summary view of each department's mailbox storage. By clicking on one of the items within the report, such as the "Engineering" field, you can view a detailed analysis of individual Exchange usage. Many other reports expose message traffic and client access usage by groups, such as Department, Office, Manager, Organizational Unit and Custom Attribute.

# ESTABLISH EMAIL SERVICE LEVEL AGREEMENTS

## Messaging Performance From The User's Perspective

AppAnalyzer goes beyond uptime reporting and shows you exactly how messages are processed within your entire Exchange organization. As a result, AppAnalyzer reports complement the information provided by management tools that monitor the performance and availability of Exchange servers.

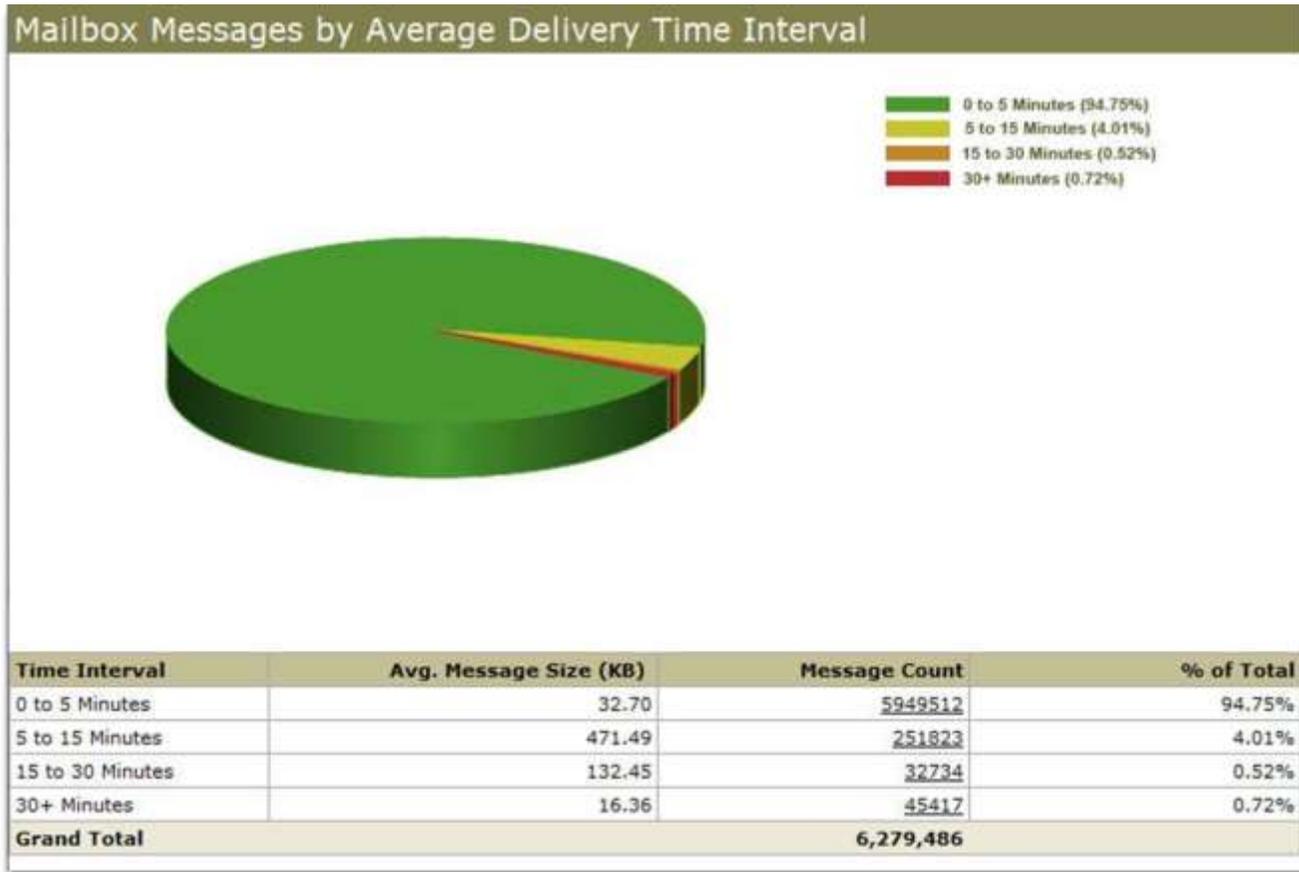
AppAnalyzer has several reports that help measure message delivery time, including the “Messages By Average Delivery Time Interval” report.

### What Can You Do With This Information?

- ⦿ Offer Service Level Agreements based on true standards of service—measuring whether messages are being delivered in a timely manner.
- ⦿ Verify problems with delivering email. Track down a specific message; identify the path taken through your Exchange infrastructure, and show if there were any delays in final delivery.
- ⦿ Troubleshoot message delivery problems. Correlate email delays to problems with individual Exchange sites or servers.

# SAMPLE REPORT:

## MESSAGES BY AVERAGE DELIVERY TIME INTERVAL



### Identify Service Level Exceptions

This organization set an internal SLA to have 95% of their messages delivered in 5 minutes or less. They missed their target by a fraction of a percent, most likely because of the large average message size of the messages that took 5 to 15 minutes for delivery. This report has additional drill-down to help them diagnose and understand why they missed their target.

# FORECAST EXCHANGE STORAGE, BACK-UP AND ARCHIVING NEEDS

## View Detailed Historical Trends

With or without mailbox quotas, understanding how your storage requirements grow over time is critical for capacity planning and data backup. The results of mergers, acquisitions and even **downsizing all impact the balance of resources you have dedicated to Exchange. It's essential to** have a consolidated view of your mailbox storage trends so proper decisions can be made.

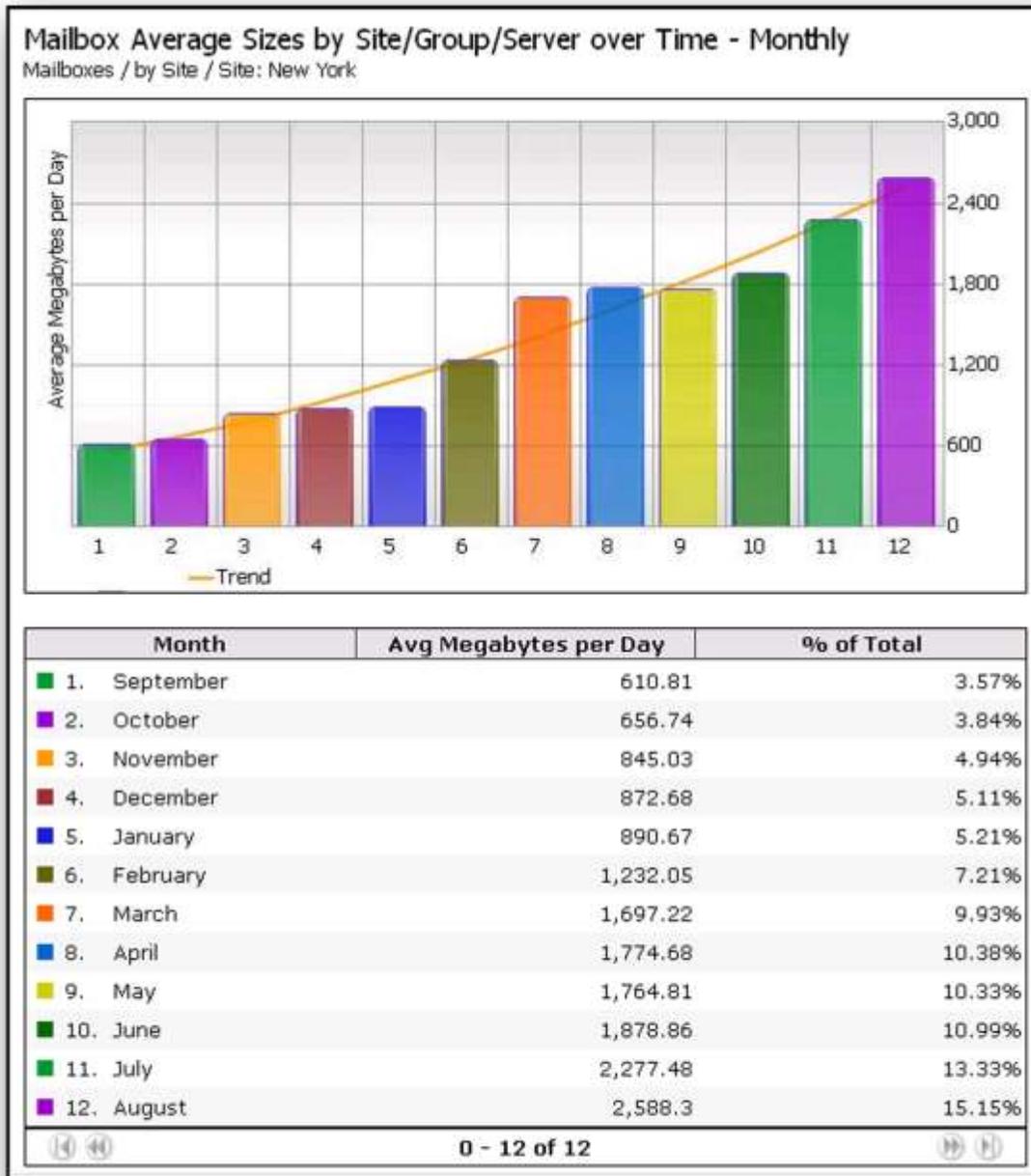
**AppAnalyzer's "Mailbox Average Sizes By Site-Group-Server" report graphs out your organization's** Exchange storage trends and allows for easy drill-through to detailed analysis on a server-by-server, site-by-site, or even custom server group basis.

## What Can You Do With This Information?

- ⦿ Determine the right size for your storage needs. Look at your mailbox growth patterns over the last X months and predict what your Exchange storage requirements will be Y months out.
- ⦿ Forecast the impact of increasing mailbox quotas for your end-users. Establish baselines and determine the rate at which users will consume their quotas.
- ⦿ Shift resources to underutilized servers. You may discover that the mailbox stores on a particular server are so large, they are impacting the performance of Exchange.

# SAMPLE REPORT:

## MAILBOX AVERAGE SIZES BY SITE, GROUP OR SERVER



### Planning for Growth

As the chart indicates, this organization's mailbox storage is growing at a steady rate. By cross-referencing the current storage available with the growth rate, this organization will be able to forecast when they will need to increase storage capacity.

# AUDIT AND ENFORCE EMAIL “ACCEPTABLE USE” POLICIES

## Keep Personal Email Use to a Minimum

Exchange administrators don't have the time or resources to police every email user in their organization. Reports like AppAnalyzer's "Top N Internet Messaging Users" expose the potential worst violators of an organization's email acceptable use policy so that management can take action when necessary.

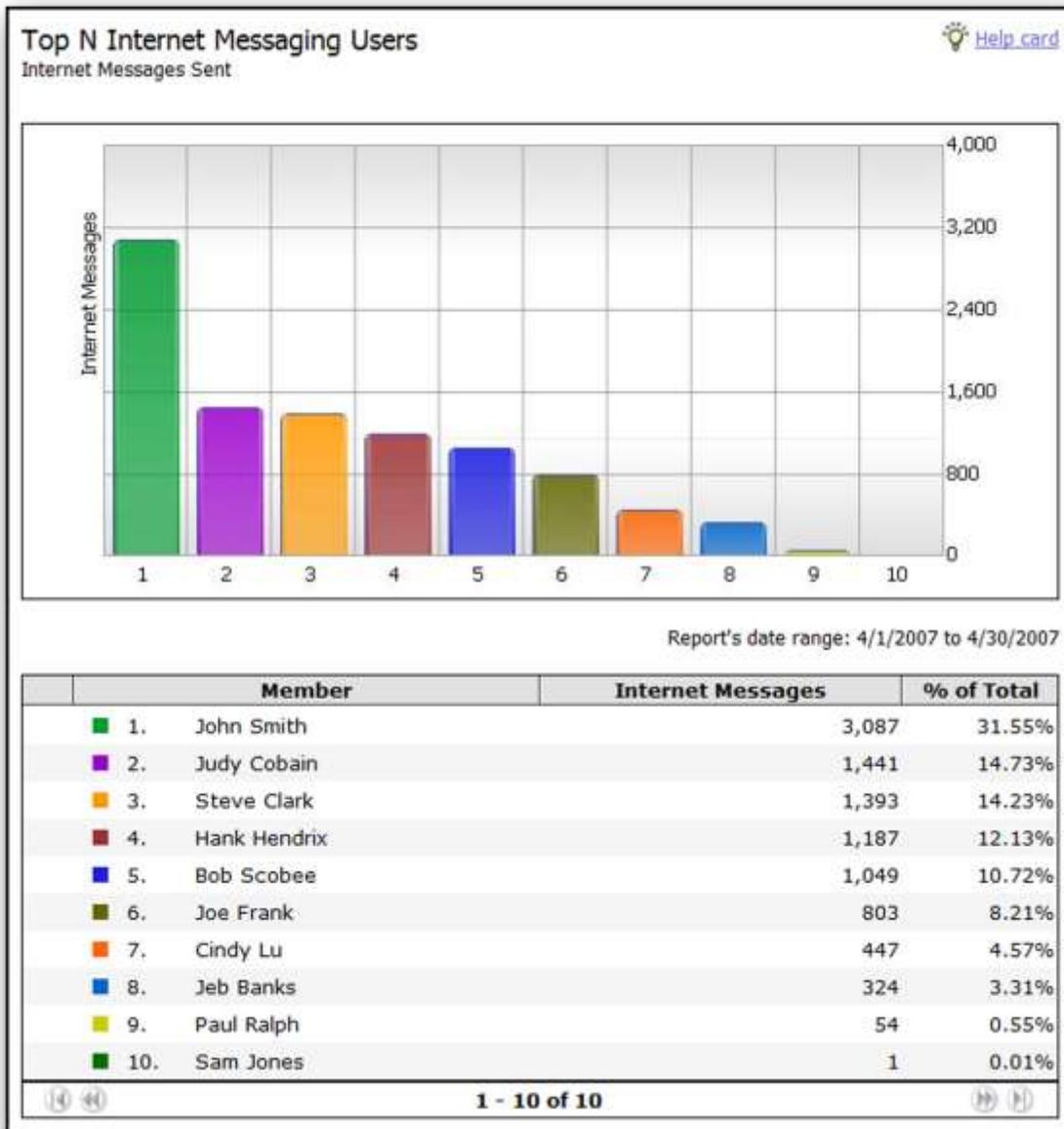
For most email users, just knowing that their name may pop-up on a report like this deters potential abuse of the organization's messaging system investment.

## What Can You Do With This Information?

- ⦿ Keep aware of email users that may be violating acceptable use policies and prevent future abuse.
- ⦿ Identify potential automated applications that are sending excessive amount of message traffic to the Internet. Determine if the load can be moved to other servers or reduced.
- ⦿ Review top receivers of Internet message traffic to determine if resource mailboxes, such as info@company.com, need to be relocated to higher capacity servers.

# SAMPLE REPORT:

## TOP N INTERNET MESSAGING USERS



### Uncover Internet Email Abusers

This sample report displays the top senders of Internet email messages. Further drill-down into the report or related reports would help management decide whether “John Smith” was really sending an average of over 100 emails a day to the Internet for business purposes, or if this was a violation of acceptable use policies.

# INVESTIGATE INDIVIDUAL USER EMAIL MESSAGE ACTIVITY

## Access to Detailed Message Traffic History

Managers often need information about how their direct reports are using email. The “Messages By Sender & Receiver” report is one of several standard AppAnalyzer reports that provides valuable insight into individual Exchange usage.

While AppAnalyzer doesn’t report back the full contents of specific emails, this report lets you view to whom messages were sent or received from during a defined timeframe.

## What Can You Do With This Information?

- Confirm that a message reaches a recipient. Easily drill-in to all messages that a user has sent or received and display exact delivery information.
- Verify that employees are working when telecommuting. Managers can receive reports showing email activity throughout specific days.
- Track messages sent to a mailbox that is used for external publications, such as sales@company.com, creating a detailed list of email addresses, delivery dates, message sizes, subject lines and attachments for all senders to the public address.

# SAMPLE REPORT:

## MESSAGES BY SENDER AND RECEIVER

Messages by Sender and Receiver  [Help card](#)

Sender: John Smith

Report's date range: 4/29/2007 to 4/30/2007

Recipient	Size of Messages (KB)	Count of Messages
Judy Cobain	14.01	1
Chris Clark	250.05	19
info@hotmail.com	10.82	2
mywife@hotmail.com	133.45	3
<b>bill@competitor.com</b>	<b>34.20</b>	<b>5</b>
judyfun@aol.com	243.63	103
Laurie Jack	249.83	22
mickey@aol.com	445.82	210
mike.brown@hmeet.com	49.27	1
Bob Scobee	5.25	1
Hank Hendrix	10.82	2
Sue Box	13.32	1
ksff8900@earthlink.net	49.27	67
jake99hhye@hotmail.com	234.54	147
bill67kkj@msn.com	145.70	59
<b>Total</b>	<b>1,889.97</b>	<b>643</b>
<b>Grand Total</b>	<b>1,889.97</b>	<b>643</b>

(4) 1 - 15 of 15 (8) (9)

Messages by Sender and Receiver (Drill-down)  [Help card](#)

Sender: John Smith

Originator	Recipient	Subject	Date	Message Size (Bytes)
John Smith	<b>bill@competitor.com</b>	FW: DO NOT FORWARD! Confidential Plans!!!	4/29/2007 5:04:52 AM	10,484
John Smith	<b>bill@competitor.com</b>	RE: FW: DO NOT FORWARD! Confidential Plans!!!	4/29/2007 5:15:58 AM	8,043
John Smith	<b>bill@competitor.com</b>	RE: RE: FW: DO NOT FORWARD! Confidential Plans!!!	4/29/2007 7:07:14 AM	6,965
John Smith	<b>bill@competitor.com</b>	They still don't know!	4/29/2007 6:10:17 PM	4,579
John Smith	<b>bill@competitor.com</b>	RE: They still don't know!	4/29/2007 11:58:19 PM	4,950

(4) 1 - 5 of 5 (8) (9)

### View Every Message

This report displays a count of messages sent from a specified mailbox. Drilling-down lets you view details on specific senders or receivers—the dates and sizes of messages sent and received. Additional levels of drill-down expose the actual message delivery time and Exchange message tracking ID.

# ANALYZE MESSAGE CONTENT FOR POTENTIAL SECURITY LEAKS

## Locate Emails with Specific Keywords

Information flows in and out of your organization at high volumes every day. How do you know that proprietary data is not leaving your organization—putting your organization or its employees at risk?

AppAnalyzer contains several standard reports that list messages containing specific keywords **within the subject line or content of the email message**. The “**Messages by Subject**” report details all messages with subject lines containing user supplied keywords that have been sent or received. This report can help you protect your intellectual property, one of your highest valued assets, as well as help you enforce your company’s email policies.

## What Can You Do With This Information?

- ⦿ Find all users that received a potentially infected email. Search for the subject line of a known infected email and view a list of all users that received the email.
- ⦿ Locate potential security leaks. Establishing keywords that may be sensitive to your **organization, such as “Internal Document Only” or “Design Specification”** will provide reports on potential proprietary data that is being sent outside of your organization.
- ⦿ **Warn individuals who continuously violate your organization’s email guidelines.** Knowing that the company monitors email content and is able to provide detailed reports on violators will reduce overall system misuse.

# SAMPLE REPORT:

## MESSAGES BY SUBJECT

Messages by Subject  [Help card](#)

Subject: Purchase Order Missing

Report's date range: 4/1/2007 to 4/30/2007

Message Time	Originator's Server	Originator	Recipient	Server
4/29/2007 9:23:37 PM	EXMB01	John Smith	purchasing@bigcustomer.com	N/A
4/29/2007 6:31:29 PM	EXMB01	Clark Jack	John Smith	EXMB01
4/20/2007 6:31:29 PM	EXMB01	Clark Jack	Hank Hendrix	EXMB01
4/19/2007 10:15:57 PM	EXMB01	Clark Jack	John Smith	EXMB01
4/19/2007 10:15:57 PM	EXMB01	Clark Jack	orders@bigcustomer.com	N/A
4/17/2007 10:15:57 PM	EXMB01	Clark Jack	purchasing@bigcustomer.com	N/A
4/17/2007 10:05:17 PM	EXMB01	John Smith	purchasing@bigcustomer.com	N/A
4/15/2007 10:05:17 PM	EXMB01	John Smith	Clark Jack	EXMB01
4/14/2007 6:55:38 PM	EXMB01	John Smith	purchasing@bigcustomer.com	N/A
4/14/2007 4:22:50 PM	EXMB01	Hank Hendrix	Clark Jack	EXMB01
4/13/2007 8:06:23 PM	EXMB01	Clark Jack	John Smith	EXMB01
4/13/2007 5:48:32 PM	EXMB01	John Smith	purchasing@bigcustomer.com	N/A
4/13/2007 5:27:27 PM	EXMB01	Hank Hendrix	John Smith	EXMB01
4/13/2007 5:27:27 PM	EXMB01	Hank Hendrix	Clark Jack	EXMB01

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### Message Audit Trail

This report can be used to track specific messages, secure a company's intellectual properties, enforce email policies and warn employees of potential violations. The sample report displays the results of an AppAnalyzer query to locate everyone that sent or received a message containing, "Purchase Order Missing" within the message subject line. Drilling-down within the report displays additional detail on the individual recipients.

# RECOVER WASTED STORAGE RESOURCES

## Reduce Mailbox Sizes

Mailbox sizes continue to grow for most organizations causing increased storage hardware costs, lengthy nightly back-ups, and more complicated disaster recovery planning. Finding ways to reduce the amount of storage a user really requires can be difficult without digging into the individual mailboxes.

**AppAnalyzer's "Mailbox Folder Sizes by Site, Group or Server" report provides visibility into the individual mailbox folder sizes, such as the Deleted Items or Sent Items folders. Further drill-down allows administrators to view the folder sizes on a user-by-user basis.**

## What Can You Do With This Information?

- ⦿ Review current mailbox folder sizes to determine what the appropriate quota should be for users. Analyze by site, server, storage group, custom server group, or individual user to establish quotas by groups of users.
- ⦿ Educate email users on proper management of personal message aging and clean-up.
- ⦿ **Justify increased capacity improvement expenditures by illustrating that resources aren't being wasted on unnecessary message storage.**

# SAMPLE REPORT:

## MAILBOX FOLDER SIZES BY SITE, GROUP OR SERVER

Mailbox Folder Sizes by Server (Deleted Items)  [Help card](#)

Server: All Servers

Server	Mailbox Count	Deleted Items (Items)	Deleted Items (MB)	Avg Items	Avg Size (MB)	Max Items	Max Size (MB)
SEAXMB01	1517	678,399	149,247.80	447.20	98.38	12,477	4,558.12
LAXEXMB01	831	279,332	125,699.40	336.14	151.26	4,211	1,556.00
LAXEXMB02	527	327,932	45,910.48	622.26	87.12	3,002	6,321.50
SFOEXMB01	981	811,547	438,235.40	827.27	446.72	45,001	8,328.40
SFOEXMB02	726	443,956	84,351.64	611.51	116.19	11,556	458.25
SFOEXMB03	631	412,499	362,999.10	653.72	575.28	29,103	4,211.00
SFOEXMB04	427	35,966	25,895.52	84.23	60.65	896	236.10
NYCEXMB01	671	56,220	21,925.80	83.79	32.68	1,378	81.00
NYCEXMB02	826	264,665	262,018.40	320.42	317.21	13,498	1,288.75
BOSEXMB01	527	227,812	186,805.80	432.28	354.47	3,008	1,503.22
BOSEXMB02	781	222,994	174,755.20	294.42	223.76	711	1,938.42
ATLEXMB01	726	131,300	76,154.00	180.85	104.90	3,102	755.16
ATLEXMB02	631	119,420	74,040.40	189.26	117.34	543	1,633.15
TOREXMB01	327	224,075	134,445.00	685.24	411.15	1,688	1,889.90
TOREXMB02	61	32,522	23,090.62	533.15	378.53	398	654.12
LONEXMB01	296	61,201	14,076.23	206.76	47.55	1,287	127.00
<b>Total</b>	<b>10,486</b>	<b>4,336,787</b>	<b>2,199,651</b>	<b>413.58</b>	<b>209.77</b>	<b>45,001</b>	<b>8,328.40</b>
<b>Grand Total</b>	<b>10,486</b>	<b>4,336,787</b>	<b>2,199,651</b>	<b>413.58</b>	<b>209.77</b>	<b>45,001</b>	<b>8,328.40</b>

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### Clean-up Deleted Items

This sample report illustrates an organization with an average of 413 deleted items for each of their 10,486 users. While this number does not seem excessive, the “Max Items” column does expose some users that have upwards of 45,001 items in their Deleted Items. Further drill-down into this report would provide additional detail on the individual users.

# PREVENT POTENTIAL UNAUTHORIZED ACCESS TO YOUR MESSAGING SYSTEM

## Locate Forgotten Accounts

As people leave your organization, processes are usually in place to deactivate their various security and network accounts. Unfortunately, processes are not always perfect and user accounts and/or mailboxes may remain active – exposing you to potential security breaches and information leaks.

**AppAnalyzer’s “Inactive Accounts” report displays a list of all user accounts that have either not been accessed or not sent email messages in a specific number of days.**

## What Can You Do With This Information?

- ⦿ Find users that no longer work for your organization but still have mailbox accounts. Deactivate or delete the accounts to prevent security breaches.
- ⦿ **List “service” and “resource” type accounts that are mail-enabled.** Determine if these accounts really need email access.
- ⦿ **Track-down “orphaned” mailboxes (user accounts no longer exist but mailbox remains) and remove from Exchange.**

# SAMPLE REPORT:

## INACTIVE ACCOUNTS

**Inactive Accounts By Department**  [Help card](#)

Number of Days: 90

Department	Mailbox	Account Name	Server	Last Sent	Number of Days
Administrative	Jane Smith	SIRANA\jsmith	EXCLSTR	12/12/2006 12:00:00 AM	92
Administrative	Peggy Sercel	SIRANA\psercel	EXMB02	11/6/2006 12:00:00 AM	128
Engineering	Judy Cobain	SIRANA\jcobain	EXCLSTR	9/15/2006 12:00:00 AM	180
Engineering	Dorothy Holden	SIRANA\dholden	EXMB01	9/14/2006 12:14:00 PM	181
Engineering	Cindy Mamet	SIRANA\cmamet	EXMB01	9/5/2006 2:46:00 PM	190
Finance	David Jones	SIRANA\djones	EXMB01	8/30/2006 3:35:00 PM	196
Finance	Ethel Robataille	SIRANA\ethrob	EXMB02	6/19/2006 4:04:00 PM	269
IT	Sam Swantko	SIRANA\sswantko	EXMB02	6/18/2006 5:01:00 PM	270
IT	Benny Shepard	SIRANA\benny	EXMB01	5/1/2006 2:15:00 PM	318
IT	Bill Pryor	SIRANA\bpryor	EXMB01	4/19/2006 1:10:00 AM	329

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### Delete Old Accounts

This sample report displays a department-by-department list of mailboxes that have not sent messages in 90 days or more. The report can also be filtered to display mailboxes that have not been accessed in a particular number of days.

# CLEAN-UP OUTDATED AND UNUSED MESSAGING RESOURCES

## Manage Distribution Groups and Public Folders

You see them in Outlook every day—that myriad of Exchange email Distribution Lists and Public Folders. The list just keeps growing and growing, but are they really being used?

Get a handle on inactive or infrequently used Distribution Groups and Public Folders using one of AppAnalyzer’s standard **Distribution Group and Public Folder reports**. The “**Distribution Groups Not Used for N Days**” report displays Distribution Groups that have not been used within a given time frame.

## What Can You Do With This Information?

- ⦿ Eliminate old, never used Distribution Lists and identify ones that can potentially be consolidated.
- ⦿ Prepare for your Exchange migration by trimming out unnecessary Distribution Groups and Public Folders.
- ⦿ Recover lost storage and back-up resources. Locate old, rarely used Public Folders that can be removed from your Exchange servers.

## SAMPLE REPORTS:

- DISTRIBUTION GROUPS NOT USED IN N DAYS

- INACTIVE PUBLIC FOLDERS

### Distribution Groups Not Used in N Days

Distribution Group	Last Used	Number of Days
<u>BSP Council</u>	Never Used	
<u>BSP/DIO Council Advisors</u>	Never Used	
<u>Customer RIS Coordinators</u>	1/30/2005	1,289
<u>DIO Council</u>	5/13/2006	821
<u>WA All Employees</u>	9/11/2006	700
<u>T-Bellevue</u>	2/3/2007	555

#### Short-lived Distribution Group Bloat

This report displays Distribution Groups that have not been accessed for more than a year (or never accessed at all). The sample report illustrates Distribution Groups that appear to have been created for several business units, but are no longer used. These underutilized Distribution Groups are candidates for clean up to improve end-user productivity and Exchange performance. The report provides further drill-down to view the actual membership information.

### Inactive Public Folders

Folder Path	Folder Display Name	Server	Created	Last Accessed	Number of Days
Sales\Incentives	Incentives	PDXEX01	10/24/2006 3:10 PM	10/24/2006 3:10 PM	658
Customer Service\Active Customers\ACME	ACME	PDXEX01	10/4/2007 4:21 PM	10/4/2007 4:21 PM	313
Customer Service\Expired Customers\ABC Corp	ABC Corp	PDXEX01	10/4/2007 4:28 PM	10/4/2007 4:29 PM	313
Customer Service\Expired Customers\Blue Sky	Blue Sky	PDXEX01	10/4/2007 4:29 PM	10/4/2007 4:29 PM	313
Customer Service\Expired Customers\Billy Bobs	Billy Bobs	PDXEX01	10/4/2007 4:29 PM	10/4/2007 4:29 PM	313
Customer Service\Expired Customers\de Administracion Tributaria	de Administracion Tributaria	PDXEX01	10/4/2007 4:29 PM	10/4/2007 4:29 PM	313
Customer Service\Active Customers\Republic	Republic	PDXEX01	10/4/2007 4:32 PM	10/4/2007 4:33 PM	313
Customer Service\Active Customers\Jets	Jets	PDXEX01	10/4/2007 4:38 PM	10/4/2007 4:38 PM	313

#### Removal or Migration of Old Public Folders

This report displays Public Folders that have not been accessed in over 300 days (you can set your own date range). Many organizations suffer with managing old, unused Public Folders. This report allows administrators to prune out old Public Folders or identify for migration projects.

# REDUCE UNNECESSARY MESSAGE TRAFFIC

## Control Distribution Group Size

Email Distribution Groups are a great way to communicate with large groups of users. Most organizations even nest Distribution Groups into existing Distribution Groups in order to reach an **even larger audience**. **The problem for administrators is that there really isn't an easy way to determine the true number of recipients that a message will go to when sent to these large, multi-level Distribution Lists.**

**AppAnalyzer's "Distribution Group Members" report displays a complete breakdown of every Distribution Group, including detail about nested Distribution Groups.**

## What Can You Do With This Information?

- ⦿ Prevent potential mail-storm situations by identifying Distribution Groups that may contain an excessive number of recipients and nested Distribution Groups.
- ⦿ Evaluate Distribution Groups that can potentially be merged together.
- ⦿ Determine which Distribution Groups should have strict sender restrictions.

# SAMPLE REPORT:

## DISTRIBUTION GROUP MEMBERS

Distribution Group Members			
Distribution Group	Members	Nested Groups	Recipients
West TC-Holder OPQR	<u>692</u>	<u>21</u>	<u>7089</u>
ISD-RLS-Users Miami	<u>1298</u>	<u>15</u>	<u>6823</u>
ISD-RLS-Users Houston	<u>982</u>	<u>41</u>	<u>5987</u>
CTR DC Managers	<u>732</u>	<u>12</u>	<u>5490</u>
East TC-Holder OPQR	<u>561</u>	<u>18</u>	<u>4319</u>

### Prevent Mail-storms

This sample report highlights a Distribution Group that seems to have a relatively small number of members (West TC-Holder OPQR – 692 members). On closer investigation, messages sent to this Distribution Group will actually be delivered to 7,089 recipients because of the other Distribution Groups nested within it. The report has additional drill-downs to expose all of the members, nested groups and recipients.

# The Right Business-focused Messaging Reporting Solution

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Sirana AppAnalyzer is a reporting and analysis solution that helps email administrators, IT personnel, and Executive managers understand Messaging environments.

Through an extensive list of pre-defined, customizable, automated reports, AppAnalyzer displays comprehensive usage data about your Exchange, (On Premises and Office 365), Lync, BlackBerry and Sendmail servers. Over 150 reports are included to provide insight into such areas as message traffic analysis, message delivery times, historical mailbox and public folder storage data, Client Access usage, chargeback information and message content analysis.

## Email Reporting Challenges

As email remains a critical application for organizations today, new administration and management issues continue to emerge.

- ⦿ Email Administrators struggle to keep-up with the impact of system upgrades and configuration changes.
- ⦿ IT Managers need confirmation that their email infrastructure is managed efficiently.
- ⦿ Business Unit Managers, such as Human Resources Management, need assurance that email acceptable use policies are adhered to by all employees.
- ⦿ Executive Management wants the big picture view of how their investment in email resources is paying-off.

AppAnalyzer delivers the reports and tools necessary to successfully address the needs at

each level of your messaging system management.

## Key Features

AppAnalyzer's SQL Server Reporting Services reports provide unmatched flexibility for analyzing and understanding your Messaging infrastructure.

- ⦿ Granular reporting down to the individual message level provides information on each **message's originator, recipient, size, date, time, subject, and server**
- ⦿ Designed to scale for very large Messaging organizations (100,000+ mailboxes)
- ⦿ Does not require installation of an agent on the Exchange server for data collection
- ⦿ Easily customize reports for the specific level of detail that you need—without using a cumbersome report writer
- ⦿ Generate summary level reports to better understand high-level metrics and analyze long-term trends
- ⦿ Native drill-down capability within all reports, such as changing focus from the enterprise view to a specific server to a specific user
- ⦿ Built-in scheduling of report publishing to email, file share and FTP location
- ⦿ Export and publish reports in various formats (XLS, DOC, CSV, RTF, PDF, HTML)
- ⦿ Measure message traffic for an enterprise, site, server, department or user

# Sirana Software: A Company You Can Trust

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## About Sirana

Sirana Software develops and supports award-winning solutions that help even the largest organizations better administer and manage their Messaging systems. Headquartered in Bellevue, Washington, Sirana Software is a privately held company founded in 2005 by veterans in the Microsoft Exchange Messaging and Systems Management industry.

## Award-Winning Products

Sirana's products have received numerous industry and peoples' choice awards over the years. Here are a few examples of these highly coveted awards.



Microsoft Tech Ed 2002



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