Product Specifications

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Overview

Vaultastic is a cloud-based enterprise information archival and management solution.

Vaultastic has four stores into which your data can be archived. These are :

- The **Vaultastic Live Store**, is the store where you can archive data from helpdesk systems, CRM systems, website forms, and other sources. The Live Store as the name suggests allows you to collaborate on the data within it. Data from Active, Open or Deep can be activated by copying to the Live Store and opening up for collaboration.
- The **Vaultastic Active Store** used to archive email data which is required to be accessed frequently and quickly.
- The **Vaultastic Open Store** is where you can preserve data in files which is accessed infrequently.
- The **Vaultastic Deep Store** is the store where you preserve old and aging data. The data on the Deep Store is not immediately accessible.

Live Store

The Live Store of Vaultastic is powered by Ideolve (https://docs.mithi.com/home/ideolve).

The contents of the Live Store are notes in workspaces. Each workspace corresponds to a source of data. These notes are created by the live archiving from systems such as a helpdesk, CRM, etc. The contents of Live Store are searchable using keywords and can be tagged. Admins can invite users to workspaces. Invitees can search through, download and view the archive data. Invitees can also collaborate on the content. Data from Active, Open or Deep Stores can be copied to the Live Store for audits and collaboration.

Active Store

The contents of the Active Store are emails that are searchable and accessible via the eDiscovery (https://docs.mithi.com/home/how-to-use-the-ediscovery-view-to-quickly-locate-mail-or-do-a-compliance-check) interface of Vaultastic. The Active Store is organized in different Vaults corresponding to mailboxes on the primary email domain.

Open Store

The contents of the Open Store are files. The contents of the Open Store are searchable using the file names using the Open Storage Application (https://docs.mithi.com/home/open-store-application-guide).

Deep Store

The contents of the Open Store are files. The contents of the Open Store are searchable using the file names using a third-party S3 browser such as S3 Browser Pro (https://docs.mithi.com/home/data-management-on-vaultastic-deep-store-using-s3browserpro).

Comparing the Vaultastic Stores

	Live Store	Active Store	Open Store	Deep Store

	Live Store	Active Store	Open Store	Deep Store
Use Case	• Archive live data from sources such as a helpdesk, a CRM, website forms, etc. • Activation of archive data from the other stores for the purpose of collboration	• Store where the live email flow from mail servers is captured. • Fast search through email data using attributes such as email ids, keywords and dates.	• An intelligent store for files moved from other Vaultastic stores or sources such as drives, ftp servers etc.	• Files and backups which are rarely accessed but have to be preserved.
Retrival & Access Speed	• Fast	• Fast	• Fast	• Retrieval of data takes 24+ hours
Access Methods	• The Live Store application powered by Ideolve (https://docs.mithi.com/home/ideolve)	• Vaultastic Active Store eDiscovery (https://docs.mithi.com/home/how-to-use-the-ediscovery-view-to-quickly-locate-mail-or-do-a-compliance-check) interface	• Vaultastic Open Storage Application (https://docs.mithi.com/home/open-store-application-guide). • S3 browser (https://docs.mithi.com/home/faqs-about-migrating-email-data-from-data-files-using-the-legacyflo-application#how-do-i-download-the-files-from-s3-bucket-using-s3-browser-) on Windows • s3cmd or s4cmd on Linux	• Vaultastic Deep Store Application (https://docs.mithi.com/home/deep-store-application-guide) • S3 Browser Pro version (https://docs.mithi.com/home/data-management-on-vaultastic-deep-store-using-s3browserpro)
Storage Unit	• Notes & Comments	• Email	• Data files in compressed or uncompressed formats	• Data files in compressed on uncompressed formats
Data Organization	• Users can create one or more Workspaces. • Each workspace contains notes. • Each note can have one or more comments. • Notes and comments can contain rich text and attachments.	• Each Vaultastic domain has a separate store. • Active Store content is associated with one or more vaults. • A single vault is associate with a user on the domain.	• A single folder per Vaultastic domain. • Files are uploaded to the folder	• A single folder per Vaultastic domain • Files are uploaded to the folder
Methods of Uploading data	• Uploading individual mails from the Vaultastic Active Store • Connectors to data sources such as CRM, helpdesk, forms, email streams (https://docs.mithi.com/home/ideolve-integration)	• Live mail archiving using journaling or forwarding on the primary mail server (https://docs.mithi.com/home/how-to-configure-your-primary-email-server-to-journal-or-forward-live-mail-to-vaultastic) • LegacyFlo to upload data from PST / ZIP files or mailboxes	• Automatic movement from Active Store • From drives • From mailboxes • From FTP servers • From desktop • For a complete list refer to the documentation here (https://docs.mithi.com/home/uploading-files-to-the-open-store).	• From the Open Store • From drives • From mailboxes • From FTP servers • From desktop • For a complete list refer to the documentation here. (https://docs.mithi.com/home/uploading-files-to-the-deep-store)

	Live Store	Active Store	Open Store	Deep Store
Methods of Downloading data	• Note export from the Live Store	• Export from eDiscovery app (https://docs.mithi.com/home/how-to-export-email-data-using-vaultastic) • LegacyFlo to generate and expot PST/ZIP files	• More than one method of downloading data from the Vaultastic Open Store as mentioned here (https://docs.mithi.com/home/downloading-files-from-the-open-store).	• More than one method of downloading data from the Deep Store as mentioned here (https://docs.mithi.com/home/dowloading-files-from-the-deep-store).
Searching for data	• Notes & their comments are searchable using keywords or phrases, tags and the authors of notes/comments.	• Mails are searchable using sender, recipients, date, and keywords	• Search using the file name • Browse the file content using the content-list	• Search using the file name using a third-party tool such as S3 Browser Pro (https://docs.mithi.com/home/data-management-on-vaultastic-deep-store-using-s3browserpro)
File Operations allowed	• Export note content	• Download, export (in PST or EML formats), upload to Ideolve, reply, reply all, forward, and forward as an attachment	• Download, delete	• Download (after restoration) using a third party tool such as the S3 Browser Pro (https://docs.mithi.com/home/data-management-on-vaultastic-deep-store-using-s3browserpro)
Users	• Invitees to the workspaces	• Vault ids with Full or Self Service Access (https://docs.mithi.com/home/how-to-manage-users-access-to-their-vaultastic-accounts-and-other-features)	• Domain Administrators (https://docs.mithi.com/home/how-to-assign-administrative-roles-in-vaultastic)	• Domain Administrators (https://docs.mithi.com/home/how-to-assign-administrative-roles-in-vaultastic)
Tagging of content for fast search	• Available	• Not available	• Not available	• Not available
Collaboration features such as comments, mentions, notifications	• Available	• Not available	• Not available	• Not available

Platform

- Centralized Administration (https://docs.mithi.com/home/admin-guide)
- Visibility via dashboards
- Single sign on to all applicattions
- Integrated tools for data migrations, conversions and extraction

Vaultastic Security Shield

- Audit Trails
- TLS server to server encryption
- Encryption at rest
- Secure access protocols
- Password policies
- 2 Factor Authentication
- Role based administration (https://docs.mithi.com/home/how-to-assign-administrative-roles-in-vaultastic)

- 99.999999999% (11 9's) of data durability
- Controlled access to data (https://docs.mithi.com/home/how-to-manage-users-access-to-their-vaultastic-accounts-and-other-features)

Services

- 24/7 email and telephonic support
- Free Onboarding consultations
- Easy to use data migration tools (https://docs.mithi.com/home/legacyflo)
- Data residency regions
- 99.% uptime guaranties

Limits

	Overall	Active Store	Open Store	Deep Store	Live Store
Total number of domains per organization	100	N.A.	N.A.	N.A.	N.A.
Total number of Admins	10	N.A.	N.A.	N.A.	N.A.
Max email size	N.A.	45 mb	N.A.	N.A.	N.A.
Max attachment size	N.A.	35 mb	N.A.	N.A.	N.A.
Max number of attachments	N.A.	unlimited	N.A.	N.A.	N.A.
Total Number of emails archived per vault	N.A.	Unlimited	N.A.	N.A.	N.A.
Total Number of emails archived per domain	N.A.	Unlimited	N.A.	N.A.	N.A.
Total Number of vaults	N.A.	Unlimited	N.A.	N.A.	N.A.
Total Number of users with access	N.A.	Unlimited	N.A.	N.A.	Unlimited
Total number of folders/workspaces	N.A.	N.A.	1000 (at every level)	1000 (at every level)	Unlimited
Total number of files per folder/note	N.A.	N.A.	Unlimited	Unlimited	Unlimited
Max file size	N.A.	N.A.	5 TB	5 TB	5 TB
Daily injestion	N.A.	Unlimited	Unlimited	Unlimited	Unlimited
Daily searches	N.A.	Unlimited	Unlimited	Unlimited	Unlimited
Daily Downloads or export per user	N.A.	50 GB*	50 GB*	50GB*	50GB*
Daily downloads or export per domain	0.5% of total domain storage*	N.A.	N.A.	N.A.	N.A.

*For downloads over the specified limits, please contact Mithi Customer Care with an update request. Unauthorized and Continued data transfers over the specified limits will cause the access to the services to be automatically disabled.