



## OPENTEXT THE CONTENT EXPERTS

### Partner Profile

OpenText is a global leader in developing content and process management solutions for the Microsoft ecosystem, offering solutions that span archival, governance, document capture, faxing, records management, business-process management, case management, and more. OpenText and Microsoft work together to help enterprise customers improve security, boost innovation, and gain a competitive advantage. A Microsoft Gold Certified partner, OpenText has won numerous Microsoft partner awards, including 2011 ISV Partner of the Year.

### Product Information

**OPENTEXT ECM SUITE**, the flagship product from OpenText, is designed to help customers create value from content by empowering people, fostering process agility, and controlling the risk and cost of content. OpenText ECM Suite drives efficiency, creates innovation, and enables compliance through its unique focus on people, process, and content. [www.opentext.com/2/global/products/products-opentext-ecm-suite.htm](http://www.opentext.com/2/global/products/products-opentext-ecm-suite.htm)

**SQL SERVER 2012** sets a new standard for mission-critical performance capabilities and industry-required high availability at a leading total cost of ownership (TCO).

SQL Server 2012 delivers tremendous value through built-in, scalable business intelligence (BI), and self-service analytics tools—all backed by credible, consistent data and highly scalable data warehousing solutions.

With features such as AlwaysOn to provide the required uptime, user-defined server roles to support organizational compliance, and data protection and ColumnStore indexes for dramatic performance gains, SQL Server 2012 provides mission-critical confidence and breakthrough insight at a leading TCO. [www.microsoft.com/sql](http://www.microsoft.com/sql)

## Impressive Results: SQL Server 2012 and OpenText Email Monitoring and Records Management

In February 2012, OpenText and Microsoft conducted performance and scalability testing on the email-monitoring and records-management components of the OpenText ECM Suite running on the Microsoft SQL Server 2012 data-management software.

The benchmark testing was very successful, with a peak ingestion of 995,000 email messages in a single hour, 14.8 million messages in a 24-hour period, and 171 messages a second—up to 15 times the typical ingestion volume. These results confirm that OpenText email-monitoring and records-management solutions can perform at record rates when combined with SQL Server 2012.

### The OpenText/Microsoft Alliance

Through their strategic alliance, OpenText and Microsoft collaborate to provide business solutions that combine the power of SQL Server with OpenText's deep understanding of information governance and business-process management. Running OpenText solutions on SQL Server helps organizations scale their database operations with confidence and improve IT and developer efficiency—all at a lower total cost of ownership (TCO) than competitive solutions. OpenText and Microsoft deliver solutions that extend the Microsoft platform, including Microsoft Office, SharePoint, Exchange, Windows Azure, and SQL Server, with industry-specific content applications.

### OpenText Email Monitoring

Email has transformed the way that companies do business. But despite its unparalleled utility, the potential for mismanagement of email, paired with its rampant and insurmountable growth, can make it a staggering liability for all corporations. Email messages and attachments can represent business records that organizations must retain and manage securely to support regulatory compliance, avoid legal fines or litigation costs, and satisfy auditing requirements.

Analysts predict that the number of regulations governing email—along with the sheer number of email messages transmitted throughout organizations—will continue to increase. Organizations need an end-to-end solution for email that includes capturing, managing the lifecycle, and streamlining discovery processes for all regulated email communications.

The OpenText Email Monitoring solution helps organizations archive, retrieve, and classify all email content that is sent or received by specific accounts within an organization, helping to ensure that the complete range of electronic communications of specific users and groups is fully archived and auditable.

OpenText Email Monitoring and other OpenText ECM Suite components are built on a shared services foundation, which provides a common integration layer and access to content that originates in third-party enterprise resource planning (ERP), email, file system, and productivity applications, such as SharePoint.

### Benefits of SQL Server 2012

SQL Server 2012 provides a reliable, cost-effective, low-maintenance database framework for OpenText solutions that can support the largest and most process-intensive deployments.

OpenText customers can protect their mission-critical databases from downtime and data loss with six nines (99.9999 percent) of uptime availability.<sup>1,2</sup> The list price of SQL Server is a third of the largest competitors;<sup>3</sup> in addition, SQL Server includes major database-related features, such as high availability, remote disaster recovery, and data compression. Competitors' licensing models add costs for options and add-ins.<sup>4</sup> SQL Server database administrators can typically manage four times as many physical databases as those of the largest competitor, leading to an estimated 460 percent difference in annual cost of administration

## Validating Performance and Scalability

As part of their strategic alliance, OpenText and Microsoft ran “real-world” benchmarking tests at the Microsoft Platform Adoption Center (PAC) in Redmond, Washington. The goal of the testing was to evaluate the performance and scalability of the email monitoring and records management components of the OpenText ECM Suite running on SQL Server 2012. The tests measured the peak ingestion of email messages, in addition to the throughput when ingestion and dispositions of email messages were running concurrently.

## Test Environment Details

Figure 1 shows the benchmark testing configuration.

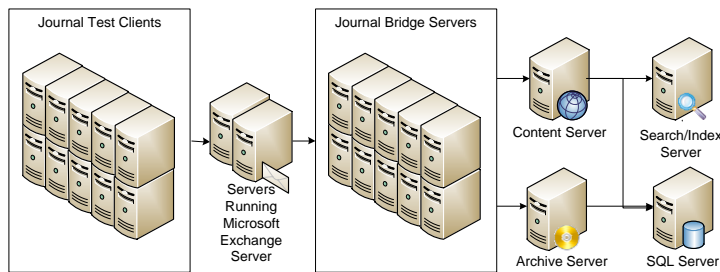


Figure 1. Benchmarking test configuration

Table 1 lists details of the servers used in the benchmark testing.

Table 1. Servers used in benchmark testing

Server	Number used	Size
Journal test clients	10	Generated more than 150 million emails
Servers running Microsoft Exchange Server	2	8 x 256 GB datastores
Journal bridge servers	10	80 journal services
Content server	1	1.8 terabyte (TB) database
Archive server	1	10 TB email, 200 GB database
Database server running SQL Server	1	2 TB database
Search/index server	1	1 TB index

## Benchmark Testing Results

The benchmark testing results were impressive, with a peak ingestion of 995,000 email messages in a single hour, 14.8 million messages in a 24-hour period, or 171 messages per second. These throughputs show that the OpenText solutions, when supported by the SQL Server 2012 data-management software, can support a massive number of concurrent transactions.

Table 2 shows the highlights of the benchmark testing results.

Table 2. Highlights of benchmark testing

Metric	Description
Peak email ingestion	<ul style="list-style-type: none"> <li>• 171 messages/second</li> <li>• 995,000 messages/hour</li> <li>• 14.8 million messages in 24 hours</li> </ul>
Concurrent email dispositions and ingestion	<ul style="list-style-type: none"> <li>• 82 messages/second sustained ingestion</li> <li>• 96 messages/second sustained disposition</li> <li>• 7.1 million messages ingested and 8.3 million messages destroyed in 24 hours</li> </ul>

Figure 2 shows the sustained throughput for a 24-hour period in messages per second.

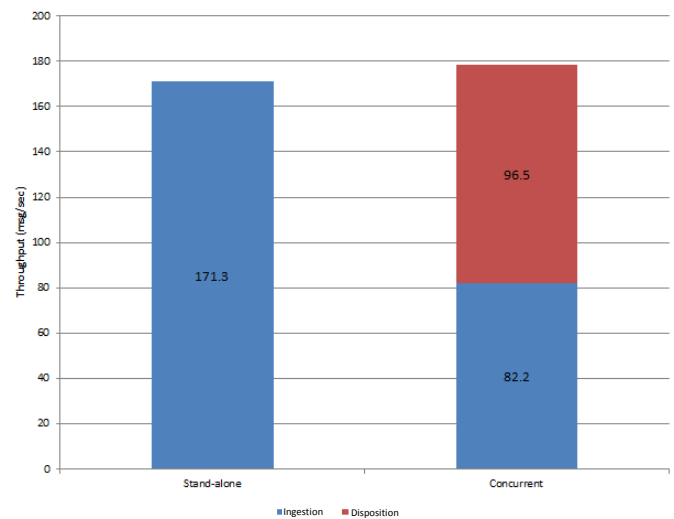


Figure 2. Sustained throughput for 24 hours (in messages/second)

A typical message ingestion volume for large organizations is between 1–1.5 million messages per day; the benchmark testing results are up to 15 times higher. In addition, a typical email disposition rate for large organizations can be approximately 170,000 per 24-hour period; the test results from this study are 48 times higher.

## Summary

OpenText and Microsoft work together to integrate OpenText software with Microsoft products and technologies. Benchmark testing and product optimizations are part of this joint effort.

The results of the email monitoring and records management components of the OpenText ECM Suite running on SQL Server 2012 demonstrate that the system can provide the performance and scalability to meet the needs of even the largest enterprise customers. OpenText customers can select SQL Server 2012 with confidence.

## More Information

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<sup>1</sup> <http://www.microsoft.com/sqlserver/en/us/product-info/why-sql-server.aspx>

<sup>2</sup> <http://www.microsoft.com/casestudies/Microsoft-SQL-Server-2008-R2-Enterprise/Stratus-Technologies/Protect-your-mission-critical-databases-from-downtime-and-data-loss-with-six-nines-uptime-availability/400007136>

<sup>3</sup> <http://www.microsoft.com/sqlserver/en/us/tools/cost-savings-calculator.aspx>

<sup>4</sup> <http://www.microsoft.com/sqlserver/en/us/product-info/competitor-compare.aspx>

<sup>5</sup> <http://www.microsoft.com/sqlserver/en/us/product-info/why-sql-server.aspx>