

How does Arctera make Microsoft 365 better?

Arctera makes Microsoft 365 better by bridging performance, compliance, and control.

From lightning-fast search results to comprehensive supervision and defensible eDiscovery, Arctera ensures your Microsoft 365 data is always accessible, compliant, and protected. It's the ideal complement for organizations that demand more speed, visibility, and assurance from their cloud data.



Improved Indexing

- We index the content when it is archived.
When you need to search, you can do it immediately, instead of bringing it into a case and waiting for all the content to be indexed. With Microsoft 365, this can take hours.



Faster Search Performance

- We provide search results for all indexed content in two seconds.



Better Export Performance

- Recently, a large Arctera customer chose to move to Microsoft 365 for Discovery, then quickly moved back to Arctera. Their legal team did not like Microsoft 365 Discovery, claiming that data export to outside counsel/courts/etc., was too slow to allow them to meet their time requirements.
- Arctera Insight's cloud platform offers a built-in collaborative workflow that enables designated internal and external users to export information without any help from IT.



Expanded Content Capture

- Complete integration with the Arctera Insight Capture solution expands content capture to more than 130 sources including voice, video, chat, social media, and more.



Excellent Customer Focus

- We conduct customer forums for direct feedback and communication.



Excellent Support

- Our support teams are specialized in our products and can escalate to engineering quickly if needed.



It would be cumbersome to search messages with Microsoft 365 alone, and I couldn't confidently say we'd have all we needed. And that's really the driving factor. Now our discovery searches reveal who said what to whom."

Geoff Pangonis,
Messaging Administrator, VHB



Better MS Teams View for Discovery and Supervision

- We provide a superior, native viewer for MS Teams data.



Financial Supervision Solution

- We provide an integrated, full-featured, supervision and compliance solution, suitable for financial institutions—the Microsoft Communications Compliance solution does not.



Better Data Quality

- We provide a separate, true, defensible journal copy of data—with Microsoft 365 you must manage the data in place, which may sound good at first, but it isn't. That's because end-users can delete data before you have time to discover it. The only way around this is to prevent deletion of everything (legal hold), which goes against records management best practices, and in most cases is counter to what legal teams want.



Better Data Management

- We provide a separate archive of data, so it can be managed apart from your active data. If you discover against your live data, then you must consider the impact of any and all changes to your live data, and the effect it will have on your discovery and defensibility. This means that IT and Legal need to be involved in everything that goes on with the live data, which can make decision-making more complex and timely.



Specific Focus

- Data Compliance is our primary focus, whereas with Microsoft it is one of 1,000 things that they do.



More Export Options

- We provide the choice to export directly to a local destination, or to Azure blob storage—rather than forcing the data to be exported to Azure blob storage.



Better Discovery

- Targeted Collections for content you are not journaling.
- Advanced Early Case Assessment Analytics, which allows customers to leverage advanced technology including advanced filtering capabilities, sentiment analysis, classification tags.
- Powerful “Send to Case” features allow customers to cull data at the time of collection to limit the amount of data that needs to be reviewed.



Smarter Supervision

- Advanced Early Case Assessment analytics, which allows you to leverage technology including advanced filtering capabilities, sentiment analysis, and classification tags.
- Classification helps filter noise and ensures that the most relevant content is included in the sample set.
- Intensive classification with more than 1,400 pre-built patterns and policies.
- Allows you to apply multiple classification tags on items—you can only apply one per item with Microsoft 365.
- Machine learning incorporates the use of sentiment analysis and language detection to streamline review and classification, based on prior decisions.
- Defines role-based access and granular functions at the application and department level.

Advantages of Arctera Insight eDiscovery over Microsoft—Across the EDRM



Arctera eDiscovery



Information Governance

- Journal archiving to immutable, WORM storage for customers under strict compliance regulations.

Identification

- Single solution to capture custodian data from any source directly into the discovery platform.
- Placing of legal holds on archived and collected data, directly from the user interface, with no need for additional admin steps.

Preservation and Collection

- Targeted, defensible collections at the time of discovery against any content source, including discovery against a customer's entire Microsoft 365 ecosystem.
- Advanced Early Case Assessment analytics, which allows customers to leverage advanced technology including advanced filtering capabilities, sentiment analysis, and classification of data across more than 180 policies.

Processing

- Archiving where data has already been processed and is immediately available for search and review.
- Single-index processing of data at the time of capture is available; no additional processing is needed; can immediately proceed to review; can search against previous eDiscovery case data for newer cases.
- Powerful "Send to Case" features that allow customers to cull data at the time of collection to limit the amount of data that needs to be reviewed.

Analysis and Review

- Fast, two-second search results for all indexed content
- Purpose-built review: Emails in Email view, Collaboration Data (Teams) in Collaboration View, Files Data (including OneDrive) in Files View.
- Rich native view of Teams data, with defensible exports in its original format (JSON).

Production

- Redactions and defensible production export of relevant data can be made available for opposing counsel.

About Arctera

Arctera, a business unit of Cloud Software Group, is the leading global provider of compliance and governance solutions that enable firms to unleash game-changing technologies into their organizations while minimizing risk. Created in 2024 from Veritas Technologies, Arctera helps the biggest companies in the world monitor and control exactly how their information is being accessed, used and shared. The Arctera Insight Platform is able to capture data from over 130+ different content sources, and more than 280 AI policies help firms streamline compliance and adapt to evolving regulations.



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