

Microsoft 365 Archive vs MailStore Cloud: A strategic comparison for MSPs

Clear guidance for MSPs choosing between Microsoft 365's built-in archiving and OpenText MailStore Cloud's purpose-built solution for compliance, user self-service, and revenue growth



This guide provides MSPs with a clear comparison between the native archiving capabilities of Microsoft 365® and OpenText™ MailStore Cloud. It examines critical differences in design, compliance, management, user experience, and monetisation opportunities. MSPs supporting SMB clients will find actionable insights to choose the right solution for reducing support costs, meeting regulatory requirements, and driving recurring revenue.



Purpose and design

Microsoft 365 Archive

Primarily a mailbox management feature to handle storage quotas within Exchange Online. Designed for internal IT administration, not MSP delivery.

OpenText MailStore Cloud

Purpose-built for compliance-grade archiving, with MSP multi-tenant management and resale in mind.



Compliance and retention

Microsoft 365 Archive

Offers configurable retention policies but limited audit trails. Immutability depends on policy enforcement rather than technical controls. Often requires advanced licensing tiers.

OpenText MailStore Cloud

Real-time journaling, tamper-proof storage, and complete audit logs. Fully prepared for GDPR, GoBD, HIPAA, and other regulatory requirements.



User experience and restore

Microsoft 365 Archive

Accessible in Outlook®, but end-user restore is often non-intuitive and may require admin intervention.

OpenText MailStore Cloud

Intuitive self-service search and restore capabilities reduce support tickets and increase client satisfaction.



MSP management and monetisation

Microsoft 365 Archive

No MSP-focused management tools or resale framework. Tied to complex Microsoft licensing.

OpenText MailStore Cloud

Multi-tenant MSP portal, easy bundling with Microsoft 365 or Google Workspace™, designed to enable recurring, high-margin revenue.





Data residency and security

Microsoft 365 Archive

Data location depends on Microsoft's global infrastructure and tenant configuration.

OpenText MailStore Cloud

Guaranteed data residency in Germany with OpenText's proven security and compliance expertise.

For MSPs supporting SMB clients, OpenText MailStore Cloud offers a dedicated, compliant, and user-friendly archiving solution designed to reduce support load, deliver regulatory confidence, and unlock new revenue opportunities. Its MSP-focused management portal, German data residency, and seamless user experience make it the clear choice for partners committed to delivering differentiated, high-value services.

**Ready to see the
difference?**

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