

Secure, scalable, and flexible: Email archiving for MSPs

Why MSPs should offer OpenText MailStore: Cloud, on-premises, and multi-tenant archiving options for every client



Contents

Why email archiving in the cloud is a must-have for MSPs	3
Why MSPs should care about email archiving	3
Key benefits of OpenText MailStore solutions for MSPs	4
How MSPs can monetise OpenText MailStore	4
Technical highlights MSPs will appreciate	5
Why choose OpenText MailStore?	5
Why MSPs should offer the OpenText MailStore portfolio	6



Why email archiving in the cloud is a must-have for MSPs

Email remains the backbone of corporate communication and a critical repository of business intelligence. Yet, many small and mid-sized enterprises (SMEs) still rely on outdated or incomplete methods to store and manage their email data. For managed service providers, this presents a significant opportunity.

By offering proven EU-GDPR compliance-supporting email archiving solutions like OpenText™ MailStore Cloud, OpenText™ MailStore Server, and the OpenText™ MailStore Service Provider Edition (SPE), MSPs can deliver immense value to their clients while unlocking recurring revenue streams.

Unlike traditional “one-size-fits-all” approaches, the OpenText MailStore portfolio ensures flexibility:

- ✓ **OpenText MailStore Cloud**
Cloud-native solution, no hardware.
- ✓ **OpenText MailStore Server**
On-premises solution for SMEs.
- ✓ **OpenText MailStore SPE**
Multi-tenant platform for MSPs to host multiple customers at scale.

This guide explores the strategic advantages of the entire OpenText MailStore product family, including how each simplifies compliance, enhances disaster recovery, and improves operational efficiency.

Why MSPs should care about email archiving

- ✓ **Email is a legal and business-critical asset**
Regulations like EU-GDPR, HIPAA, and CCPA require secure, tamper-proof retention of email data.
- ✓ **Clients expect resilience**
Downtime or data loss can cripple operations. *OpenText MailStore helps to ensure availability across Cloud, Server, and SPE deployments.*
- ✓ **Archiving ≠ Backup**
While backups are for disaster recovery, archiving ensures long-term, searchable, and compliant storage of email content.

Key benefits of OpenText MailStore solutions for MSPs

✓ Deployment flexibility

- Cloud-native (MailStore Cloud), on-premises (MailStore Server), or hosted multi-tenant (MailStore SPE).
- MSPs can match deployment model to client preference and compliance needs.

📄 Compliance made easy

- EU-GDPR-certified, and certified to IDW PS 880 (German only) standards.
- Retention policies, legal hold, tamper-proof storage across all products.
- SPE/Server allow MSPs or clients to control data location for regulatory reasons.

⚙️ Fast deployment and integration

- Ready in minutes, and easy to use.
- Compatible with Microsoft 365®, Google Workspace™, Exchange, IMAP, and POP3.
- Supports journaling and mailbox archiving methods.

↗ Scalable and predictable

- All products are scalable to your needs.

How MSPs can monetise OpenText MailStore

- ✓ **Recurring revenue**
Sell OpenText MailStore Cloud or OpenText SPE subscriptions; sell OpenText MailStore Server licenses and maintenance for on-premises clients.
- ✓ **Value-added services**
Bundle archiving with compliance consulting, migration services, or backup solutions.
- ✓ **Client retention**
Provide an essential, sticky service embedded into client operations.



“The solution requires minimal maintenance, which is a major advantage for the IT team. The software is fast, efficient, and runs smoothly and stably. It has helped optimise email management, secure business-critical data, and reduce the IT team’s workload at a fair price.”

Ismael Ortega
System Administrator - Consorci Sanitari Alt Penedès-Garraf (Spain)

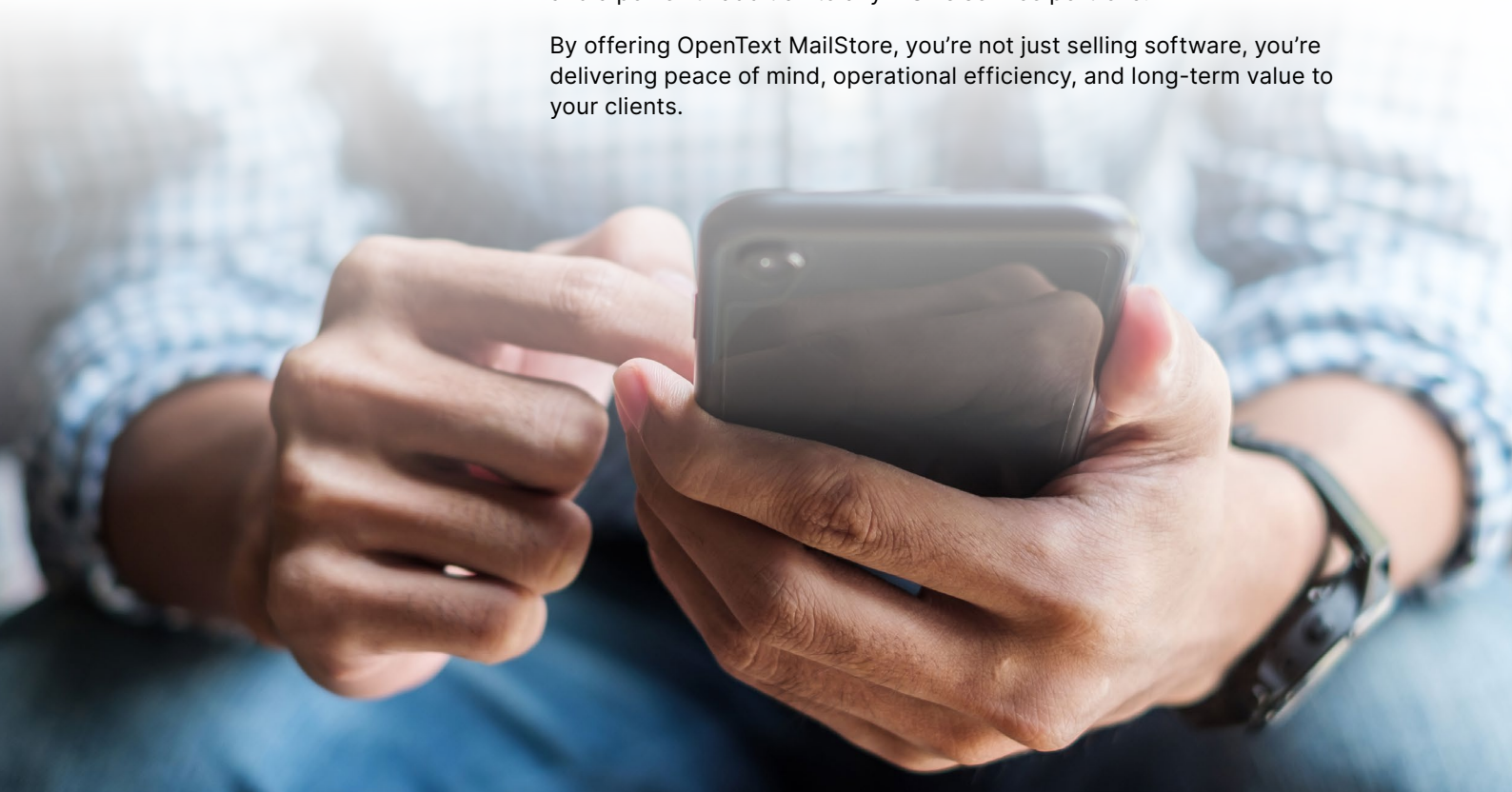
Technical highlights MSPs will appreciate

Feature	Benefit
Full-text search (Cloud, Server, SPE)	Fast, granular search across all emails and attachments
Multi-factor authentication (Cloud, Server, SPE)	Enhanced security for users and admins
Role-based access control (Cloud, Server, SPE)	Granular permissions for compliance and privacy
Self-service (Cloud, Server, SPE)	Users retrieve their own emails, reducing IT tickets
No vendor lock-in (Cloud, Server, SPE)	Archived data always portable and accessible
Multi-tenant management (SPE)	Centralised management across many customers
Flexible deployment options (Cloud, Server, SPE)	Cloud-hosted, on-premises, or multi-tenant options
API & automation support (SPE, Server)	Integration with billing and provisioning systems

Why choose OpenText MailStore?

The OpenText MailStore portfolio (MailStore Server, the MailStore Service Provider Edition (SPE), and MailStore Cloud), is purpose-built for MSPs serving SMEs. It delivers compliance support and security with the simplicity and scalability of flexible deployment. With more than 100,000 customers in more than 100 countries, OpenText MailStore is a trusted name in email archiving and a powerful addition to any MSP’s service portfolio.

By offering OpenText MailStore, you’re not just selling software, you’re delivering peace of mind, operational efficiency, and long-term value to your clients.



Why MSPs should offer the OpenText MailStore portfolio

Part of the OpenText family—trusted globally

- MailStore benefits from OpenText's global scale and compliance expertise.

Reduced support load with self-service restore

With OpenText MailStore (Server or the SPE), users can:

- Search their archive using full-text search.
- Restore lost emails independently.
- Access archives even if email servers are down.

New recurring revenue, easy to integrate

- **OpenText MailStore Cloud:** Subscription-based models with predictable margins.
- **OpenText MailStore SPE:** Pay-per-use model.
- **OpenText MailStore Server:** Perpetual licensing with ongoing maintenance and upsell opportunities.

Easy to integrate with Microsoft 365, useful addition to backup or compliance services.

Compliance made simple and audit ready

Navigating EU-GDPR, HIPAA, and other frameworks can be complex, but OpenText MailStore solutions simplify it with:

- Tamper-proof archiving with legal hold and retention.
- Audit trails for transparency.
- eDiscovery with fast and flexible search capabilities.
- EU-GDPR and IDW PS 880 (German only) certified, plus infrastructure choice (SPE/Server).

Data residency and security

- **OpenText MailStore Cloud:** Data centres in Germany, high availability (99.9% SLA), disaster recovery.
- **OpenText MailStore SPE:** MSPs choose the hosting region/data centre.
- **OpenText MailStore Server:** Clients retain complete control on premises.
- Easy to integrate with Microsoft 365, useful addition to backup or compliance services.

With OpenText MailStore, data sovereignty is always preserved, whether cloud-hosted, MSP-hosted, or client-owned.

Ready to elevate your MSP offering?

[Learn more >](#)