


MAIL Essentials^{Plus}

An Email Security Solution for BUSINESS

+ Disaster Recovery + Archiving + URL Defence



Complete Defence
against today's
Email threats

MAIEssentials^{Plus}



MAIEssentials^{Plus} by Info Exchange, is the ultimate online email security solution for Business. It provides a highly effective defence against email threats – phishing, malware, spam and other forms of dangerous content, using techniques that evolve as quickly as the attacks themselves.

Complete Defence against today's Email threats.



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Smart Technology. Better Business.

Accurate | Adaptive | Proactive



MAILEssentials^{Plus}

Purpose-built for the Security Conscious business

Complex targeted attacks and malware are no longer reserved purely for large global enterprises. Companies, large and small, are being increasingly tested by the growing levels of sophisticated, malicious emails, landing in their inboxes and putting their business at risk. Info Exchange's turn-key email security service – MailEssentials^{Plus}, can protect your business against these and other threats. With added features such as Disaster Recovery, Archiving and URL Defense, rest assured that with MailEssentialsPlus – your business is safe.

Augmented Security for your mail service

MailEssentials^{Plus} is a next generation detection technology, in an easy to manage solution that does not consume valuable IT resources. MailEssentials^{Plus} augments your existing mail service – on premises, hosted Exchange or O365, by enveloping your system with several layers of protection. Inbound and outbound mail are filtered in the cloud where threats are disarmed, virtually eliminating security risks before they reach its target.



FEATURES



STORE & FORWARD

Never lose any email again.

In the event that your email server is unreachable MAILEssentials^{Plus} has an email spooling feature which will store your data online for up to 14 days. A password protected web interface enables you to view email stored online during this period. Once the email server comes back online, all emails queued by MAILEssentials^{Plus} will be forwarded immediately and automatically.

SPAM FILTERING & VIRUS PROTECTION

- **Detection against threats of today, as well as tomorrow.** MAILEssentials^{Plus} uses advanced machine learning techniques that continuously adapts to detect new types of spam, stopping even the newest and most cunning types of attacks.
- **We pay attention to the details.** The system is granular in its approach as all aspects of inbound and outbound messages are examined, from the sender's IP address to the message envelope, headers and structure to its attachments, as well as the message itself.
- **Zero Hour Outbreak.** This feature assures complete defence against new outbreaks, even prior to anti-virus vendor updates. Users have immediate malware protection. With MAILEssentials^{Plus} you are always one step ahead.

DATA LOSS PREVENTION

Stop out-bound security breaches.

Breach of sensitive corporate data – intellectual property, personal identification, patient information, financial information and other sensitive data – is a real and present risk in today's digital world. Statistics show that these breaches are increasing at an alarming pace. Businesses must now consider the safety of their data, the policies they have in place to protect it, and the tools at their disposal for breach mitigation.

MAILEssentials^{Plus} eliminates the risk inherent in an individual making security and disclosure policy decisions, by implementing user-transparent, centrally-based and policy-driven data loss prevention filters. The system guards against leaks in email and web protocols with highly accurate detection; and policies are customised with point-and-click ease.

Simply put, Users send email and the appropriate action is automatically taken.



PLUS Services

URL DEFENSE

SMEs are easy targets for Cyber criminals because generally they are protected by less sophisticated software...or they are not protected at all. Plus, unsuspecting users continue to click on suspect URLs despite training to do otherwise. MAILEssentials^{Plus} URL Defence continuously monitors suspicious messages that contain malicious URLs or malicious attachments, and observes user clicks.

So when it counts, URL Defence uses Big Data techniques and machine learning heuristics to predict what 'could likely' be malicious, and takes pre-emptive steps before users click on it.

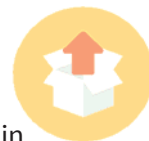
DISASTER RECOVERY

Emergency Inbox. Even when disasters occur business must continue. For instances such as this, MAILEssentials^{Plus} offers an emergency inbox. Users can send and receive email even if your mail server is down. In keeping with MAILEssentials^{Plus} strict security standards, all emails are filtered for spam and viruses before it ever reaches the user.

Instant Replay - Retrieve lost or deleted mail. Keeping business email running as normal even when disaster hits is crucial. With MAILEssentials^{Plus} you can redeliver back to your inbox any lost or deleted email received in the last 30 days.

COMPLIANT ARCHIVING

Protected and compliant. MAILEssentials^{Plus} securely stores data offsite in a legally admissible and encrypted format that does not allow for any changes to be made to the original email. It comes with individual and controlled global access, plus a fully indexed search and eDiscovery feature that meets regulatory compliance.



PLANS – Entry, Pro & Enterprise

Plans & Features			
	Entry	Pro	Enterprise
Security Layer			
Hosted Anti-Spam & multi-layered Antivirus scanning for both inbound and outbound email.	✓	✓	✓
Zero-hour Threat Detection	✓	✓	✓
Content Filtering - based on email size, location, attachment type, sender and much more.	✓	✓	✓
Data Loss Prevention (DLP) - Guards against leaks of private and confidential information.		✓	✓
URL Defence – disables embedded weaponized URLs		✓	✓
Email Encryption		✓	✓
Social Media Account Protection		✓	✓
Continuity Layer			
Emergency (DR) Inbox - 24/7 email continuity, enabling users to send and receive email even if their on-premises email server or normal email service is down.	24 hrs	14 Days	14 Days
Email Spooling (Store & Forward)	14 Days	14 Days	14 days
Instant Replay - Redeliver any lost or deleted email received in the last 30 days, back to your inbox.		30 Days	30 Days
Archive Layer¹			
Capture all inbound, outbound, and on-premises email into a Separate Datacentre, with Tamper-Proof, WORM storage.			✓
Search & eDiscovery			✓
Fast Search & eDiscovery, SSAE-16 Certified, FIPS/FISMA/PCI compliant, unlimited storage and retention			✓
Management Layer			
Multi-level Logins, Intuitive Graphical Admin Panel	✓	✓	✓
Active Directory Synch	✓	✓	✓
Email Logs	✓	✓	✓
Service Levels²			
99.999% Filtering System Availability	✓	✓	✓
Average Email delivery time < 1 min	✓	✓	✓
100% of all Viruses filtered from Inbound & Outbound email	✓	✓	✓
99% of all inbound Spam detected	✓	✓	✓
False Positive Ratio of 1:350,000	✓	✓	✓
1. Supports Office 365, On-premises email servers (Exchange, Lotus Notes etc.) and Hosted Microsoft Exchange. 2. See Service Level Agreement for Details.			



Problems Solved – Real life scenarios



Problem: “Many emails sent by persons in my company are suddenly not being received by our customers, Vendors and Business Partners.”

Cause: This problem occurs regularly, and for a myriad of reasons outside of a company’s control. Often it is due to a Black-listed IP address (or some other misconfiguration) of the ‘sending email server’. The result is that some recipients never receive the email you send as it is blocked or quarantined by the recipient’s Spam filter.

Solution: With MAILEssentials^{Plus} your outbound email is delivered via servers that are never blacklisted.

Problem: “No one in the company can send nor even receive email and Customers and Vendors are complaining that the email they send to us is being returned as Undeliverable.”

Cause: This will occur whenever your corporate email server has become ‘unreachable’ because the Internet connection is down, or the Email Server is offline for maintenance or system failure.

Solution: With MAILEssentials^{Plus} all email destined for your domain (*@yourdomain.com) will be stored whenever your email server becomes unreachable. During this period, each user may securely access their online DR (Disaster Recovery) mailbox via a web browser to send and receive email as normal. Once your Email Server becomes reachable again, all stored email, plus the mail sent through the DR mailboxes will be delivered to you.

Problem: “Malware has crippled the corporate network.”

Cause: A staff member clicked on a URL within an email or opened an email attachment.

Solution: MAILEssentials^{Plus} includes URL defence and Attachment scanning along with Zero-hour threat detection to virtually eliminate these possibilities.



Worry FREE...

With this 100% cloud-based solution, there's no need to worry about procuring hardware, installing software or performing daily system maintenance and updates. So there are no Management or Deployment headaches as we ensure you get up and running in the shortest possible time. As a side benefit, MailEssentials^{Plus} reduces your bandwidth charges and provides significant savings in storage by filtering your email in the cloud before it touches your corporate messaging system.

INDUSTRY LEADING SLA

High Availability Guaranteed.

- ✓ 99.999% uptime
Less than 5 minutes of planned or unplanned downtime in one year
- ✓ Average email delivery time < 1 minute
- ✓ 100% Protection from known viruses
- ✓ 99% Spam Blocked
- ✓ False Positive Ratio of 1:350,000

For more information
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A New Era of Business.
Driven by Information, Connectivity, Collaboration & Innovation



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