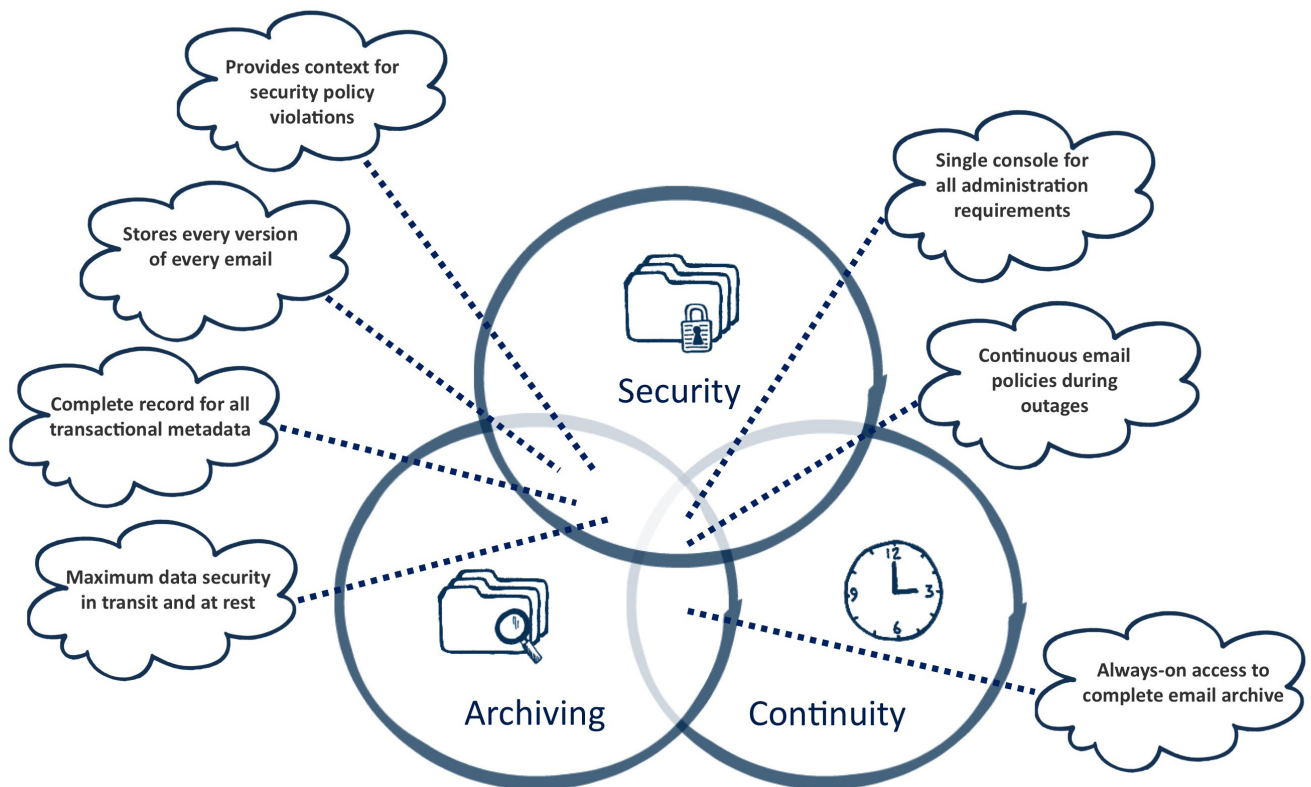


Selecting Your Essential Cloud Services

Mimecast’s flexible and scalable suite of essential cloud services for Microsoft Exchange removes the risks and complexities of business email management and is designed to meet the varied needs of your organization today and in the future.



Whichever service you select, Mimecast’s implementation services will ease your move to Mimecast and bring you the benefits of your new service as quickly as possible. A selection of Mimecast support services and training courses are also available to ensure that you continue to get the most from Mimecast. In addition, if you archive your email data with Mimecast, you may choose to take advantage of our Data Ingestion Services which will give you a consolidated view of all your stored email.

All of Mimecast’s essential cloud services are backed by a robust 100% service availability service level agreement (SLA) so you can feel confident that your service will be reliable. Mimecast also offers security SLA’s of 100% virus protection, 99% spam protection and 0.0001% spam false positive rate for its UEM and security services.

Mimecast essential cloud services include:

- Mimecast UEM Enterprise
- Mimecast UEM Express
- Mimecast Email Security
- Mimecast Email Continuity
- Mimecast Email Archive

Step 1: Select your Mimecast service

Mimecast UEM Enterprise: This service offers organizations the combined benefits of *Mimecast Email Security*, *Mimecast Email Continuity* and *Mimecast Email Archive*. This fully integrated email management solution offers total end-to-end control of your email, enabling you to mitigate risk, maximise flexibility and reduce both cost and complexity. All service functionality is managed from a single administration console with no additional on-premise hardware required. Combining all three email management solutions brings additional benefits such as continued access to the entire long term archive during local email outages.

Mimecast UEM Express: This unified email management solution delivers the combined benefits of *Mimecast Email Security* and *Mimecast Email Continuity*, with all functionality managed from a unified administration console. Furthermore, because both email security and continuity are delivered from the same unified platform, this service brings unique benefits such as the continuous enforcement of email security, data leak prevention and secure communication policies during outages.

Mimecast Email Security: The most comprehensive cloud-based email security and compliance solution on the market today. Mimecast Secure Email Gateway, built on Mimecast's massively scalable mail transfer agent (MTA) with its multiple layers of malware and spam protection, acts as your email bridgehead in the cloud, stopping known and emerging email borne threats before they reach your network. Mimecast Email Security also includes Mimecast Content Power Tools, allowing granular and flexible email content and secure communication policies to be created and applied to outbound traffic in real-time, enabling you to take responsive data leak prevention (DLP) measures.

Mimecast Email Continuity: The only cloud-based solution that steps in automatically to deliver email to end users during planned and unplanned outages of your corporate email service. Managed from a single administration console, and with no additional on-premise hardware required, Mimecast simplifies your network and reduces administration. Seamless integration with Microsoft Outlook, flexible browser-based access through the Mimecast Personal Portal, and the ability to extend email continuity to BlackBerry® smartphones, gives users uninterrupted access to live email, historical email and calendar information.

Mimecast Email Archive: A secure, infinitely-scalable, cloud-based archive that can significantly reduce the complexity of your email infrastructure. Mimecast's unrivalled integration with Microsoft Outlook gives users a bottomless mailbox, taking away the need to store large volumes of email in Exchange. Users can also access their archived email through the Mimecast Personal Portal or from a range of smartphones, including BlackBerry, iPhone, Windows Phone and Android. Litigation hold and regulatory compliance needs are supported by centrally managed, granular email retention policy setting, and a rapid search capability. All stored messages are encrypted and tamper proof, providing evidential-quality data for legal and regulatory purposes. Mimecast Services for SharePoint enables end users to search their personal email archive from directly within Microsoft SharePoint, providing them with rich contextual information, enhancing their SharePoint experience; Mimecast Archive Power Tools is an add-on that offers superior mailbox management features to improve user experience and remove further load from Exchange; Mimecast File Archive is an add-on that extends the Mimecast archive to include files from various sources providing you with a single location to manage both files and email.

Step 2: Select service add-on

Mimecast Archive Power Tools

Offers advanced mailbox management features including personal Exchange folder structure replication, personal retention folders and policy based message and attachment stubbing.

Available for

- Mimecast UEM Enterprise
- Mimecast Email Archive

Mimecast File Archive

Offers centralized, cloud-based file archiving for SharePoint, network and local file systems, Dropbox and Box

Available for

- Mimecast UEM Enterprise
- Mimecast Email Archive

Mimecast Services for SharePoint

Offers email archive search capabilities directly within Microsoft SharePoint, enhancing end-user productivity by providing them with access to the contextual information they need, where they need it.

Available for

- Mimecast UEM Enterprise
- Mimecast Email Archive

Service comparison	Secure Email Gateway	Email Security	Email Continuity	Email Archive	UEM Express	UEM Enterprise
Data leak prevention						
Real-time protection against leaks of confidential or sensitive information	X	✓	X	X	✓	✓
Granular policy application to all users or specific senders, recipients or groups with AD synchronization	X	✓	X	X	✓	✓
Date specific or indefinite application of content policies	X	✓	X	X	✓	✓
Risk management options; block, hold pending review, bcc a group, add content, add to shared monitoring folder	X	✓	X	X	✓	✓
Analysis of content within email body, HTML, subject lines, headers and attachments	X	✓	X	X	✓	✓
Weighted dictionaries for threshold policy triggering to reduce false positives	X	✓	X	X	✓	✓
Intelligent identifiers for the recognition of structured data such as credit card numbers	X	✓	X	X	✓	✓
Control of known confidential files through the use of cryptographic checksums	X	✓	X	X	✓	✓
Secure communication enforcement through the use of key phrases in the subject line	X	✓	X	X	✓	✓
Encrypted email transmission with best-effort and policy-enforced Transport Layer Security (TLS)	X	✓	X	X	✓	✓
Mimecast Closed Circuit Messaging™ (CCM™) for email communication via a secure web-based channel	X	✓	X	X	✓	✓
Stripping of confidential metadata from MS Word documents to avoid unintentional data leakage	X	✓	X	X	✓	✓
Policy based enforcement of the conversion of MS Word files to PDF before delivery	X	✓	X	X	✓	✓
Analysis of file content against DLP rules when they are archived	X	X	X	File Archive	X	File Archive
Email security features						
Commercial anti-malware engines for multi-layer protection	✓	✓	✓	X	✓	✓
Connection-based spam filtering through the use of Mimecast Global Reputation Service	✓	✓	✓	X	✓	✓
Real-time threat protection with Mimecast proprietary Advanced Reputation Management (ARMed SMTP™)	✓	✓	X	X	✓	✓
Automatic spam test bypass for known good correspondents with real-time learning algorithm	✓	✓	X	X	✓	✓
Zero-day threat protection with Mimecast Zero-Hour Adaptive Risk Assessor™ (ZHARA™)	✓	✓	X	X	✓	✓
Mimecast Dark Traffic Analysis Group (DTAG™) provides protection against evolving threats	✓	✓	X	X	✓	✓
Anti-virus SLA - 100% virus protection	✓	✓	X	X	✓	✓
Anti-spam SLA - 99% spam protection, 0.0001% spam false positive rate	✓	✓	X	X	✓	✓
Centrally managed and personal permit and block lists to fine tune spam preferences	✓	✓	X	X	✓	✓
Flexible attachment management rules applied to users or groups to allow, block or hold for review	✓	✓	X	X	✓	✓
End user self service directly in Outlook for spam reporting, quarantine management and block/allow list management	✓	✓	X	X	✓	✓
Real-time image scanning for content policy enforcement	✓	✓	X	X	✓	✓
Secure email gateway features extended into Microsoft Outlook	✓	✓	X	X	✓	✓

Service comparison	Secure Email Gateway	Email Security	Email Continuity	Email Archive	UEM Express	UEM Enterprise
Service platform						
Secure, scalable network of geographically dispersed data centers	✓	✓	✓	✓	✓	✓
Multi-network data centers with load balanced Internet connectivity	✓	✓	✓	✓	✓	✓
100% service availability SLA	✓	✓	✓	✓	✓	✓
Single web-based administration console for all service management requirements	✓	✓	✓	✓	✓	✓
No additional on-premise hardware required	✓	✓	✓	✓	✓	✓
Secure login for administrators and end users with optional Microsoft Active Directory authentication	✓	✓	✓	✓	✓	✓
Multiple administrator levels with flexible permission settings	✓	✓	✓	✓	✓	✓
Full audit log of system access, events, policy creation and changes	✓	✓	✓	✓	✓	✓
Online rerouting of queued items to remote DR site during local outages	✓	✓	✓	✗	✓	✓
Advanced inbound traffic splitting for customers with multiple sites and email servers	✓	✓	✓	✗	✓	✓
Maximum message throughput supported by intelligent sender-based routing	✓	✓	✓	✗	✓	✓
Full online queue management with manual retry, bounce, and extended spool options	✓	✓	✓	✗	✓	✓
Large email attachment management through gateway strip and link functionality	✓	✓	✗	✗	✓	✓
Service relevant features integrated in Outlook through MSO	✓	✓	✓	✓	✓	✓
Reports of corporate email system usage patterns	✓	✓	✗	✗	✓	✓
Custom report generation showing communication views by both message and byte count	✓	✓	✗	✗	✓	✓
Monitoring dashboard for email queues and synchronisation services	✓	✓	✓	✓	✓	✓
Customizable SMS and email alerting of potential email service problems	✓	✓	✓	✓	✓	✓
Assignment of administrators to pre-defined or customizable roles with associated permissions	✓	✓	✓	✓	✓	✓
Email stationery and marketing tools						
Granular policy-based signature and legal notice creation and application	✗	✓	✗	✗	✓	✓
Flexible corporate branding and imagery management of email messages	✗	✓	✗	✗	✓	✓
Recipient click tracking to record interaction with email marketing messages	✗	✓	✗	✗	✓	✓
Microsite creation functionality for rapid publication of temporary web landing pages	✗	✓	✗	✗	✓	✓
User assigned email stationery	✗	✓	✗	✗	✓	✓

Service comparison	Secure Email Gateway	Email Security	Email Continuity	Email Archive	UEM Express	UEM Enterprise
Email continuity						
Uninterrupted access to Microsoft Outlook users during business email outages	X	X	✓	X	✓	✓
Always-on access to live email and calendar information via Mimecast Personal Portal	X	X	✓	X	✓	✓
Access to live email via BlackBerry smartphone during BES or Exchange outages	X	X	✓	X	✓	✓
Automatic failover and failback of service to Exchange during outages	X	X	✓	X	✓	✓
No action required by end user to invoke continuity service	X	X	✓	X	✓	✓
Archiving and compliance						
Retention of all inbound, outbound and internal email	X	X	58 days	Perpetual	58 days	Perpetual
All retained data is encrypted and held in triplicate to ensure tamper proof, secure data	X	X	✓	✓	✓	✓
All data held in jurisdictionally defined locations	X	X	✓	✓	✓	✓
Retention of SharePoint, network file share, local drive, Dropbox and Box files	X	X	X	File Archive	X	File Archive
Policy based on file attributes such as file size or last accessed date	X	X	X	File Archive	X	File Archive
Ability to switch on and off content viewing rights for administrators	X	X	✓	✓	✓	✓
Detailed transactional metadata held with every stored email	X	X	✓	X	✓	✓
Every iteration of every message is stored with a record of all applied policies	X	X	X	X	✓	✓
User 'drag and drop' access to personal retention folders in Outlook	X	X	X	Archive Power Tools	X	Archive Power Tools
Staggered deletion schedules from Exchange, Mimecast personal archive and Mimecast servers	X	X	X	Archive Power Tools	X	Archive Power Tools
Personal Exchange folder structure preserved in Mimecast archive	X	X	X	Archive Power Tools	X	Archive Power Tools
Policy defined message stubbing of full message and/or attachment	X	X	X	Archive Power Tools	X	Archive Power Tools
Search capability						
Basic, advanced and contextual search available directly within Outlook	X	X	X	✓	✓	✓
End user search of personal archive from a variety of mobile and web-based applications	X	X	✓	✓	✓	✓
End user contextual search of personal archive directly within SharePoint	X	X	X	Services for SharePoint	X	Services for SharePoint
Near real-time search of entire Mimecast personal archive	X	X	X	✓	✓	✓
'Drag and drop' facility between Mimecast personal archive and Outlook mailbox for easy message recovery	X	X	X	✓	✓	✓
Mimefiles iPad app gives unique file centric search of end user personal archive	X	X	✓	✓	✓	✓
Comprehensive logs of administrative searches and data access	X	X	✓	✓	✓	✓

Service comparison	Secure Email Gateway	Email Security	Email Continuity	Email Archive	UEM Express	UEM Enterprise
eDiscovery and Litigation hold						
Near real-time, organization-wide eDiscovery search capability	✗	✗	✗	✓	✓	✓
Creation of eDiscovery cases to allow relevant archive searches to be stored as a group	✗	✗	✗	✓	✗	✓
Granular litigation hold features for control of litigation-related messages	✗	✗	✗	✓	✗	✓
Permanent removal of messages from the archive by coordinated action of multiple administrators	✗	✗	✗	✓	✗	✓
eDiscovery cases can include files and documents from multiple sources	✗	✗	✗	File Archive	✗	File Archive
Litigation hold extends to files and documents archived from multiple sources	✗	✗	✗	File Archive	✗	File Archive

Step 3: Add Mimecast implementation services

During your implementation process you will have access to a dedicated team of implementation engineers to assist with any questions or problems. They will create your Mimecast account and assist with each step of the process ensuring that you have a smooth transition over to Mimecast. Following the completion of your implementation the team will ensure that our documentation is updated and any key information is passed across to the support team who will also be able to call on the implementation engineer if required in the future.

Step 4: Select a support services pack

Mimecast Email Support: Included with all Mimecast services as standard. This level of support provides unlimited access to the Mimecast knowledge base and email support during standard business hours.

Mimecast Business Support: Includes all of the benefits of Mimecast Email Support plus telephone access to Mimecast support engineers during standard business hours.

Mimecast Priority Support: Includes all of the benefits of Mimecast Business Support plus 24x365 telephone access to Mimecast support engineers.

Step 5: Add data ingestion services

Mimecast Data Ingestion is available to clients who subscribe to Mimecast Email Archive or Mimecast UEM Enterprise. This is a reliable and safe method for moving legacy archived email from existing on-premise or hosted archive solutions to the Mimecast archive. This provides end users and administrators with a single, consolidated view of their archived email.

Step 6: Select training for your administrators

All Mimecast training courses are run by experienced trainers and each is designed to help your administrators get the most from the Mimecast service you have chosen. Each course includes a mixture of instruction, demonstrations and exercises and is designed to enable you to maximize the benefit of your Mimecast service.

Visit our website www.mimecast.com/training to find details of the courses on offer, view the current course schedule and to book a place on the training program.

All Mimecast customers have access to a suite of online education tools including a comprehensive knowledge base, video tutorials and our customer community.

About Mimecast

Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity and archiving. This suite of services provides total end-to-end control of business email, while minimizing risk and reducing both cost and complexity. Founded in 2003, Mimecast serves thousands of customers worldwide and has offices in Europe, North America and Africa.