

Mimecast Network Datasheet

Achieve best practice enterprise email management now with next generation Mimecast technology.

Most companies have the skill, systems and budgets to run standard in-house mail servers. However, provisioning and managing the stack of additional technologies needed to support business-class email drains the IT resources of even the best equipped enterprises. Frequently tradeoffs are needed to fit budget, current technology, skill and time constraints. With the heavy demands already placed on IT teams most corporate email architectures exist sub-optimally as a work-in-progress.

The Mimecast Network changes this picture completely. It provides everything an enterprise email strategy needs in a ready-to-use online best practice configuration. It removes the growing risks and complexities of business email management with a single web based platform at a fraction of the cost of alternate strategies.

Mimecast provides the software application services as well as the physical network, computing and storage infrastructure required to deliver comprehensive unified email management. The service incorporates real-time email continuity services, long term email retention with massively scalable search performance, compliance, discovery and information management tools, comprehensive email security and policy controls, the most sophisticated online MTA and intra-organisation routing functions. There are also advanced business and email marketing tools and an SLA that most enterprises would only dream of.

Mimecast is a next generation Software as a Service company and is responsible for the safe delivery, storage, and management of hundreds of millions of messages for thousands of businesses worldwide every day. IT staff at our clients and partners have control over both their email environments and their budgets. They now deliver superior money saving services to their end users.

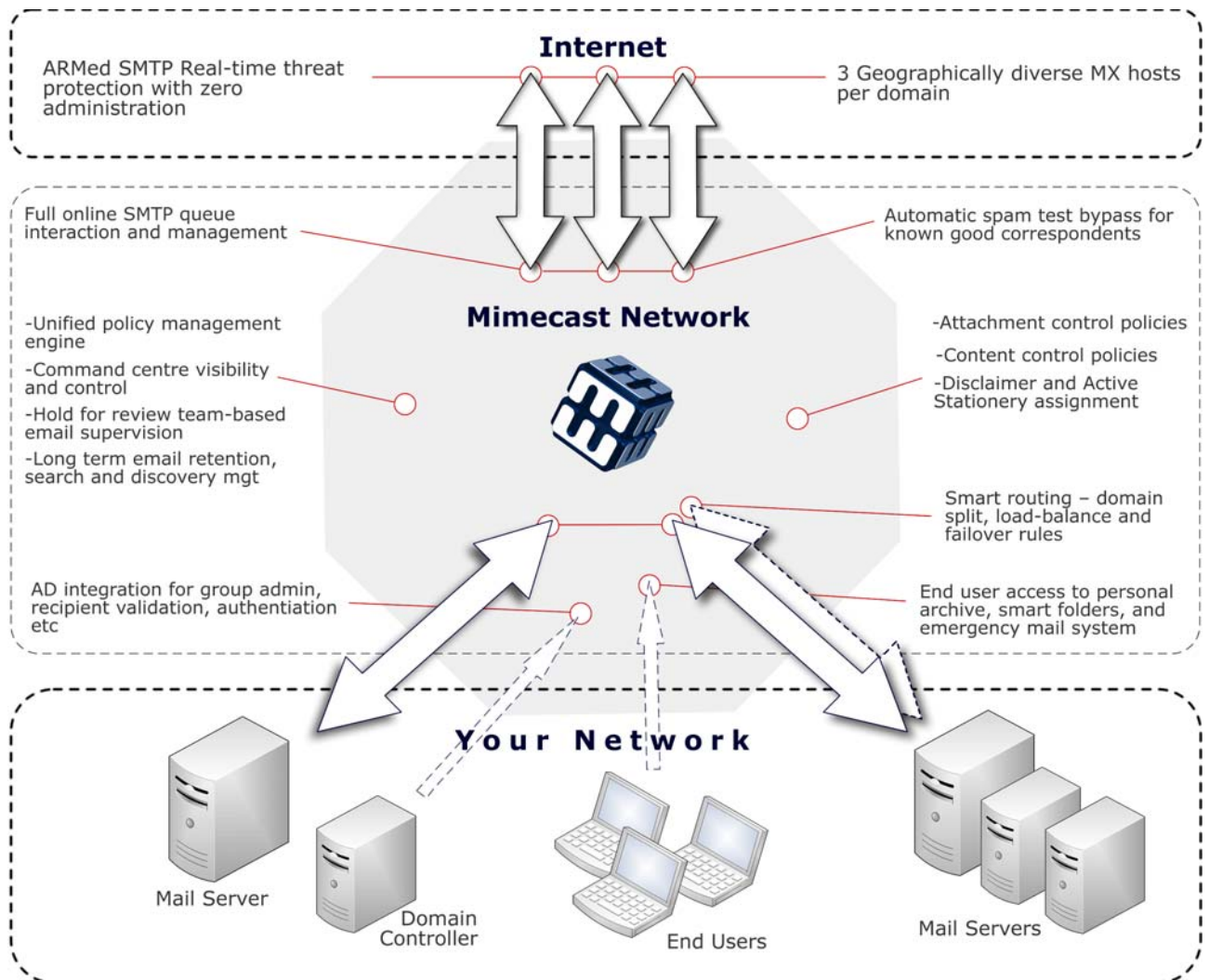
By connecting your in-house email infrastructure to the Mimecast Network you too can benefit from a comprehensive set of services and a redundant carrier grade infrastructure. Because Mimecast is built from the ground up for multi-tenancy you retain real-time visibility, constant control and complete configurability over all elements of your service.

Mimecast can be bought in one of two feature rich configurations:

- 1. Mimecast 36** incorporates all the Mimecast Network features and includes an online cache of up to 36 days of historical external email for data recovery, business continuity, and track and trace purposes.
- 2. Mimecast Multi** includes all of the above as well as Mimecast Journal Hosting Services - the ability to extract and retain internal emails from your mail servers and consolidate them into your Mimecast account for retention periods of up to 10 years.

The platform offers an impressive feature list which is detailed later in this document.

The Mimecast Network



Summary of benefits:

1. **Unity:** Mimecast is a 100% unified solution providing a single browser based command centre to manage all the traditionally disparate email management services like security, long term storage, advanced MTA functions, and email continuity.
2. **Control:** Mimecast is truly a multi-tenant platform which provides each customer with real-time visibility, constant control and instant configurability. This removes all of the feature and control trade-offs usually associated with a managed service.
3. **Timing:** Mimecast can be provisioned and deployed for your business immediately so that your email management projects can meet deadlines or run ahead of schedule.
4. **Value:** Mimecast costs at least 60% less than alternative approaches to email management enabling clients to achieve more and resolve all of the major email issues well within budget.
5. **Security:** Mimecast includes ARMed SMTP, the industry's most robust and intelligent email security solution.
6. **Performance:** Mimecast's unique storage grid technology, Stor4, is fully integrated into the Mimecast platform offering the industries most cost effective high performance long term storage, search, compliance and information management solution.
7. **Continuity:** Mimecast includes Always on Email, an emergency mail system, so that during any local disaster your end users have an alternative mail server with web based access to both new emails that cannot yet be delivered to your server and historical mails.

1. Access and administration	Mimecast 36	Mimecast Multi
Mimecast Command Centre: real-time online system administration and configuration.	✓	✓
Administrator and end user login with authentication option against your local domain controllers (e.g.: MS Active Directory).	✓	✓
Multiple administrator levels with flexible permission settings.	✓	✓
Audit log of system access, events, policy creation and changes.	✓	✓
2. Physical infrastructure	Mimecast 36	Mimecast Multi
Gateway network for message receipt, processing, delivery and routing: triple redundancy with geographically diversity.	✓	✓
Mimecast application clusters: high performance 64 bit geographically distributed hardware platforms	✓	✓
Stor4 storage network for email data indexing, storage and high performance query retrieval: triple redundancy with geographically diversity.	✓	✓
Redundant multi-site and multi-network load balanced internet connectivity.	✓	✓
State-of-the art HA firewall infrastructure separating various tiers of the Mimecast service architecture into secure function specific networks.	✓	✓
3. Advanced MTA functions	Mimecast 36	Mimecast Multi
Full online queue management with manual retry, bounce, filtered views and extended spool options	✓	✓
Intelligent sender based email delivery thread allocation to ensure maximum message throughput.	✓	✓
Advanced inbound traffic splitting for customers with multiple sites and mail servers: automatic selection of message delivery route by OU, group, domain and network availability	✓	✓
Resilient inbound and outbound message routing with network triangulation, load-balanced and fail-over route options.	✓	✓
Envelope rewriting rules by domain and address.	✓	✓
Customisable system and user notification messages.	✓	✓
4. Visibility and reporting	Mimecast 36	Mimecast Multi
Real-time view of all SMTP connections and connection attempts.	✓	✓
Real-time view of all SMTP rejections and reasons for rejection.	✓	✓
Full policy action log and detailed transmission data available for every message that transits the system.	✓	✓
Centralised email bounce viewer for all failed outbound deliveries with detailed support information.	✓	✓
Advanced graphing and charting of corporate email system usage patterns by user, domain and company with custom report generation showing communication views by both message and byte count.	✓	✓

5. Business continuity	Mimecast 36	Mimecast Multi
Emergency mail server facility for end users, available instantly if an inbound email queue builds up due to a failure in your local email infrastructure - browser based end user access to emails pending inbound delivery and access to a configurable period of historical email. Full read, reply, attachment, and forwarding features.	✓	✓
Message broadcast facility for DR announcements and customer communications..	✓	✓
Mailbox proxy and shared email data views to help operations being run by skeleton staff.	✓	✓
Corporate contacts list harvesting based on records of in and outbound everyday email messages.	✓	✓
Queue replay options to recover data to your mail server if a restore from backup causes a window of local data loss since the last good backup was taken.	✓	✓
Recovery of messages for end users that may have been deleted or lost accidentally.	✓	✓
Manual online rerouting of queued items in the event of a local outage to a remote DR site	✓	✓
6. Advanced email security	Mimecast 36	Mimecast Multi
Real-time virus & malware protection with ARMed SMTP. (See separate ARMed SMTP whitepaper for more information)	✓	✓
Real-time spam & scam protection with ARMed SMTP with effective protection against Spam 2.0. (See separate ARMed SMTP whitepaper for more information)	✓	✓
Automatic spam test bypass for known good correspondents with real-time learning algorithm.	✓	✓
Manual Black and White list policies.	✓	✓
Attachment management rules with inclusive (allow only) and exclusive (deny all) sets and AD group based policy definition.	✓	✓
Central attachment quarantine area with online review and release options.	✓	✓
TLS email transmission encryption policies - either optional or enforced by domain, group, or individual recipient / sender.	✓	✓
7. Advanced storage grid	Mimecast 36	Mimecast Multi
Policy based retention of both internal and external emails in a secure short, long or very long term message warehouse for records retention, forensic discovery, compliance, information management, end user access and knowledge sharing.	Up to 36 days	Up to 10 years
Data stored in a triple redundant geographically diverse data storage grid. (See separate whitepaper on Mimecast Stor4 technology for more information)	✓	✓
Encryption of retained email content with unique keys per clients.	✓	✓
All retained email fully searchable with typical sub-second retrieval times across multiyear data stores.	✓	✓

8. Compliance and discovery management	Mimecast 36	Mimecast Multi
Permission based limitations on search parameters with saved searches and smart folders for management personnel review and external and internal discovery management.	✓	✓
Full audit trails of all search and access to retained data.	✓	✓
Ability to switch on/off content viewing rights for administrators..	✓	✓
Audit log of all system access, events, policy creation and changes.	✓	✓
Policy based disclaimer/legal notice assignment based on sender/recipient or detected content.	✓	✓
9. Content management and control	Mimecast 36	Mimecast Multi
Real-time content examination policies with content analysis across email body text, attachments, HTML, headers, and subject lines.	✓	✓
Large attachment handling with gateway based strip and link option for internal or external recipients to download large files securely via http.	✓	✓
Attachment, block, "hold for review" and "provide URL to" policy options based on size, type, group membership etc.	✓	✓
Image scanning in real-time for content policy enforcement (Q2 2007)	✓	✓
10. Risk management, monitoring and supervision	Mimecast 36	Mimecast Multi
Real-time content detection and policy enforcement with risk management options: block, hold delivery pending review, reviewer workflow management, bcc a group, add content (e.g.: special legal notice), extend retention period, and/or add to shared monitoring folder	✓	✓
Email retention policies to retain copies of all or specific emails for review or monitoring purposes.	✓	✓
Advanced graphing and charting of corporate email system usage patterns by user, domain and company with custom report generation showing communication views by both message and byte count.	✓	✓
11. Marketing tools	Mimecast 36	Mimecast Multi
Active stationery manager for legal notice, footer, signature and corporate branding management.	✓	✓
Corporate contacts list harvesting based on records of in and outbound everyday email messages.	✓	✓
Personalised footer insertion with dynamic mail merge from Active Directory based end user metadata.	✓	✓
Advanced marketing campaign tools for discrete placement of corporate imagery, URLs and text into everyday outgoing emails.	✓	✓
Marketing click tracking tools for campaign measurement.	✓	✓

Our aim: To serve the lion's share of the global enterprise email management market with the highest quality and most comprehensive solution on an aggressively priced and profitable basis.

How: Mimecast offers much more than you'd expect from a utility priced email management service. In fact you get the full functionality of around 6 best of breed applications within a single system. The unique advantages you gain with Mimecast are enabled by our core platform technologies which have been developed from the ground up as a powerful multitenant software infrastructure. Our engineers have innovated aggressively to provide you with the most extensive solution set available at the lowest possible cost.

Pricing is based on a per user per year subscription with monthly costs equating to as little as £2 per user per month for mid-sized customers using Mimecast 36, and £5 per user per month for Mimecast Multi.

About Mimecast:

Mimecast is the leading innovator in the Software as a Service business email management market. The company provides best practice messaging security, storage, continuity, business information management and policy control to clients around the world via a unified internet based architecture. Mimecast is a privately held company, founded in late 2002, and is headquartered in the UK.

How to buy:

Mimecast is available through a network of accredited resellers. Please contact us to find out more.

Contact Mimecast:

London Office: 344-354 Grays Inn Road,
Kings Cross,
London,
United Kingdom,
WC1X 8BP

Telephone: +44 (0) 207 164 2174

Email: info@mimecast.com