

Mimecast UK Email Archiving Service Description

Mimecast UK Email Archiving, provides businesses with a secure, scalable cloud-based message archive. It's designed to significantly reduce the complexity of your email infrastructure, as well as reducing costs and ensuring complete adherence to UK data protection laws.

Introduction:

In business, email is the most common form of communication, accounting for a huge 65% of all correspondence. The volume of messages sent and received, and the average message size, is growing significantly each year. All of this means that message archival is fast becoming the most convenient and cost-effective solution to guard against the legal and potentially costly implications of data loss.

Mimecast UK Email Archiving integrates seamlessly with Microsoft Outlook, offering businesses unlimited storage and near real-time search results. Unlike conventional tape backup, which requires a lengthy disaster recovery operation with no guarantee of success, users can search instantly and easily for lost or deleted messages with fast, definitive results.

All archived email is held safely in UK-only data centres, in full adherence with stringent UK data protection legislation. So you can be sure your valuable business data is stored – and remains – in the UK, protected by the latest security technology.

Anti-spam and anti-virus protection, data leak prevention, URL re-writing and graymail control are all delivered as part of a single unified solution. With a team of highly skilled threat intelligence experts, and advanced email security technology, we will make sure you remain protected against the latest threats, leaving you to focus on delivering core business services.

1. Key benefits

For you:

- **Never lose messages again:** a fool-proof backup and automated recovery tool that reduces the burden on your IT workforce.
- **Anti-spam and Anti-virus protection:** ensuring your business-critical data remains protected from the latest threats.
- **Reduced overheads:** with a secure, resilient archive there's no need for an on-premise solution. It simplifies your network, reduces administration overheads; you'll never have to deal with high-risk data migration or software upgrades again.
- **Highly secure:** for added reassurance, all of your company's data is encrypted and stored in a highly secure and resilient off-site, cloud-based email archive, protected from spam and malware.
- **Faster message retrieval:** Email data from any number of mail clients or locations is gathered into a single archive, for fast, near real-time search results.
- **Simple export from e-discovery:** quickly and efficiently export search results from e-Discovery.

- **Legal compliance:** meet operational and regulatory requirements for business continuity and disaster recovery planning with a secondary cloud store of email data.
- **Data protection:** your data is protected against damage or loss within the Cobweb Hosted Exchange environment. Mimecast UK Email Archiving, protects your data from mistakes or malicious activity and user or admin errors.
- **Maximised Exchange performance:** enhanced mailbox management features mean there's no need to keep large volumes of email in Exchange. Archive Power Tools allow users to access centrally managed personal folders with a three-stage deletion process. In short, we'll clean up your servers for enhanced performance and shorter back-up times.
- **Enhanced visibility and control:** organisation-wide email security policies applied with immediate effect.
- **Archive old messages:** historical email archive content can be ingested into the Mimecast archive to deliver a single repository of all archive information.

For your users:

- **Better user experience:** unique integration with Microsoft Outlook gives users an unlimited mailbox, so there's no need to worry about size restrictions or which mails to keep and delete. It's all stored in your personal archive; simply drag and drop messages between Outlook and the UK Email Archiving.
- **Remote, anytime access via smartphone:** for improved productivity, users can access all of their archived mail from their Android smartphone, Windows Phone, iPhone or BlackBerry.

2. Features and functionality

- Highly secure and resilient off-site, cloud-based email archive
- SLA-backed protection from spam and malware
- e-discovery and end user search for quick recovery of emails
- Near real-time organisation-wide search
- Mail ingestion of historical data allows you to archive emails sent and received before the date of purchase
- Automatic failover during outages for business continuity
- Data is stored in the UK and is protected by UK laws
- 100% service availability SLA
- Granular retention management allows you to define the length of time messages are held in the archive

2.1. Service Access

A single administration console provides access to all functionality, including eDiscovery searches, retention policy settings, user management and litigation hold requests. Email is sent securely and held at our UK data centres, where multiple copies of the email data as well as all-important transactional metadata are kept.

End users are empowered to search their personal archive via Microsoft Outlook and the Mimecast Personal Portal, for complete convenience, even when they're away from the office, via smartphone. Simply download mobile Apps for anytime remote archive access (for Android and iOS as well as BlackBerry (via BlackBerry Enterprise Server)).

- Single web-based administration portal
- Manageable content viewing rights for administrators
- Audit log of administrator access and activity

Please note: Mimecast UK Email Archiving must be deployed across all user mailboxes.

3. Cobweb Hosted Exchange 2013

Cobweb Hosted Exchange is based on Microsoft Exchange 2013 Enterprise edition and, combined with Microsoft Office Outlook, the service offers mobile, remote and desktop email access with state-of-the-art productivity, security and privacy.

Delivered as a fully managed solution with 24/7 support, you will never have to worry about the security, integrity or delivery of your email again. With a guaranteed service level and predictable monthly costs, you can experience significantly lower Total Cost of Ownership for your messaging and collaboration needs.

The Cobweb Hosted Exchange service has three mailbox types that can be used within a single organisation. By providing the correct level of functionality to each user within the organisation, this will ensure your optimum cost of ownership.

4. Control Panel administration

Administration is provided through the web-based 'Cobweb Control Panel' self-care administration portal. Functionality available to customer administrators through the 'Cobweb Control Panel' includes:

- Add new users | edit existing users | reset user passwords

5. Service add-on options

The following chargeable service add-ons are available to integrate with UK Email Archiving, powered by Mimecast.

5.1. Customer Directory Integration

The Cobweb Customer Directory Integration (CDI) service enables synchronisation of the customer's user account details with the Cobweb Control Panel. When using Microsoft Active Directory to manage users, you can simplify user management with CDI.

5.2. Cirius Secure Messaging

Cirius Secure Messaging, enables professionals to send, receive and track confidential emails and attachments on any device, anytime, anywhere. This enables companies to protect their data, meet compliance requirements, and speed up workflow with innovative and secure corporate messaging.

5.3. Acronis Backup Cloud

Backup your business-critical data, from servers, physical workstations to complete hard disk images and any other file based system with Acronis Backup Cloud.

5.4. Hosted Lync 2013

Cobweb Hosted Lync 2013 delivers an end-to-end unified communications solution with instant messaging, HD voice and video connecting employees, partners and customers wherever they are.

5.5. SharePoint Foundation 2010

Maximise productivity in a truly flexible, reliable and cost-effective way with Hosted SharePoint. The service offers class-leading Microsoft Forefront Security for SharePoint Anti-Virus protection and secure access (SSL) as standard.

6. Usage

6.1. Permitted user allowance

Customer is allocated a monthly acceptable use of the lesser of:

- 6.1.1. 2500 external emails times the number of Permitted Users. For example: 200 Permitted Users could yield up to 500,000 external emails per month; or
- 6.1.2. 250MB of transmitted data times the number of Permitted Users. For example: 200 Permitted Users could yield up to 50GB of transmitted data.

Customer subscribing to a product including journaling is allocated an additional monthly acceptable use allowance of the lesser of:

- 6.1.3. 1000 internal emails times the number of Permitted Users; or
- 6.1.4. 100MB of transmitted data times the number of Permitted User.

6.2. Over-usage

If in any calendar month the customer exceeds any of the allowances defined above, the customer will be charged an over-usage fee. The over-usage Fee is calculated by dividing the excess email and/or byte count by the appropriate permitted user allowance, the resulting number will be multiplied by the monthly permitted user total service fee (one twelfth of the then current annual fees except the technical support service fee). Customers will be notified at the end of each calendar quarter for any over-usage fees.

7. Platform

Mimecast UK Email Archiving solution is fully compliant and secure. The granular email policy management provides complete regulatory compliance. Stored messages are encrypted and tamper-proof for security and evidence-quality legal protection.

- Unrivalled integration with Microsoft Outlook
- Anywhere, anytime access to archive with a near real-time search
- 100% uptime guaranteed

8. Security

All data is stored in a highly secure offsite, cloud-based email archive. Archived data is encrypted with highly secure industry standard encryption algorithm namely AES256. Each Mimecast customer is assigned a unique encryption key, generated using a FIPS 140-2 compliant crypto library, and used to encrypt and decrypt their archived data.

With 100% virus protection and 99% spam protection, you can rest easy knowing your data is safe and secure. Multi-layered malware protection to ensure your data remains shielded from known and zero-day threats.

Our ISO 27001 and 9001 accreditations provide the reassurance that we'll keep your data confidential, safe and secure, ensuring it's available when you need it.

9. Data ownership

At all times the data stored within Mimecast UK Email Archiving is the property of the customer. If the service is terminated, the data can be provided to the customer on portable digital media, subject to a professional service charge.

9.1. Data retention

An Administrator has the ability to specify how long the records should be stored in the Mimecast platform.

10. Cancellation

From the purchase date of Mimecast UK Email Archiving, you will enter into a 12 month contract. After the initial 12 months contract term has elapsed, you will be able to cancel your Mimecast UK Email Archiving service by sending an email giving 30 days' notice of cancellation to cancellations@cobweb.com.

11. Service level agreement

All service level guarantees are based on service monitoring data collected over whole calendar months.

For information on Cobweb's service level agreement and guarantees, please [follow this link](#).

For information on Mimecast's service level agreement and guarantees, please [follow this link](#).

The Cobweb support team will be pleased to direct you to the appropriate document.

12. Support

Cobweb works closely with Mimecast to ensure we provide support and incident resolutions as quickly as we can. Details on the target response times for UK Email Archiving can be found below. If an incident occurs with your UK Email Archiving service, please contact the Cobweb support team who will be pleased help.

12.1. Support hours

The Hosted Exchange service is supported 24/7 via the Email and Online Support Form for all severities and, in addition, by telephone for Severity 1 incidents.

- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2, 3 and 4 incidents will be progressed during core hours of business – including service set-up/configuration with 'Cobweb Control Panel' and billing support by telephone
- Access to administrator support is for two named company administrators per customer account
- Core Hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK public holidays

Cobweb shall acknowledge via email to the designated customer administrators the receipt of all calls or emails to the support service and include an incident reference number. It is the responsibility of the customer to keep the nominated customer administrators contact details up to date. Severity levels shall be determined by the customer, acting responsibly.

To find information on target response times for incidents involving Cobweb's Hosted Exchange 2013 service, please [follow this link](#).

12.2. Mimecast support hours

To find information on target response times for incidents involving Mimecast's Archiving and Email Security service, please [follow this link](#).

13. Service Details

Function/Features	Included
Email security	
Virus protection	100%
Spam protection	99%
100% anti-malware with 0-hour protection	✓
Comprehensive phishing protection	✓
Centrally administrated	Available upon request
Track and trace	Available upon request
Graymail management	Available upon request
Self-service quarantine	✓
Personal permit and block lists	Available upon request
Email Archive	

UK Data centres	✓
Data export	✓
Long-term archival	✓
Mobile apps	✓
e-discovery & litigation support	✓
Mail ingestion (archive historic messages)	✓
High availability platform	✓
Dual Encryption	✓
Web-Based Message Management tool	✓
Standard Support	✓
Exchange storage management	Available upon request
Cloud archive for files	Available upon request
Data Retention	Granular retention management
Data Copy	Upon termination the customer may request the return of a copy of Data stored on Mimecast Systems for an additional charge.
Migration Service	Contact Sales to discuss individual needs