

SELECTING YOUR MIMECAST SERVICE

Flexible options give you the ability to tailor a service to your organization's needs and budget

Mimecast's cloud-based solution is available in four service offerings:

- **Mimecast Email Protect™**
- **Unified Email Management™ (UEM) Express™**
- **UEM Enterprise™**
- **UEM Advanced™**

UEM Express, UEM Enterprise, and UEM Advanced remove the risks and complexities of business email management and are designed to meet the varied needs of businesses today. Mimecast Email Protect is a premium security service designed to protect against evolving email-related risks.

Mimecast services are all backed by a robust Service Level Agreement of 100% availability, 100% virus protection and 98% spam protection so you can feel confident that your email service is reliable and secure. Additional Mimecast add-on services are available to give organizations the flexibility of switching on specialist functionality such as Closed Circuit Messaging and Document Services. To get immediate value from Mimecast, a selection of Implementation Services are available to ensure speedy connection, along with Data Ingestion Services to import your existing email and data. Support Service packs and regularly scheduled training courses are also available to ensure you get the most from Mimecast.

Step 1: Select your Mimecast Service bundle

Mimecast Email Protect:

A premium security service designed to protect against evolving email-related risks. Providing the latest innovations with real-time multi-layered security protection from malware, viruses and spam. Mimecast also protects businesses from phishing scams, zero-day threats, Denial-of-Service and OS vulnerability attacks, and provides email encryption to secure your business communications.

UEM Express:

A solution for organizations requiring premium security plus added benefits of data leak prevention and business continuity. Email continuity ensures your end users can keep working during any email system outage with the ability to send and receive emails and access a short-term archive. Data leak prevention protects against leaks of sensitive and confidential data – a key component in current data security strategies.

UEM Enterprise:

An enterprise-ready solution for email dependent organizations that need the added benefit of long-term archiving for productivity, compliance and regulatory requirements. End users can access their archive seamlessly within Microsoft Outlook, OWA (Outlook Web Access) or the Mimecast webmail client. Enhanced E-Discovery, Litigation Hold, and Case Management tools ensure preservation policies and email discovery requests are easily executed and managed. Includes premium security, business continuity and data leak prevention.

UEM Advanced:

The most comprehensive service by Mimecast that is ideal for organizations with complex email infrastructures requiring greater information governance and who face mailbox management and on-premise storage challenges. Unique integrated services for Microsoft Exchange environments ease the burden on Exchange; improve local mail server performance; and significantly reduce on-premise storage and the need for PSTs. The service also includes long-term archiving, business continuity, email security, data leak prevention, information governance, E-Discovery, Litigation Hold and seamless email continuity and search capability for Microsoft Outlook users.

| Feature | Mimecast Email Protect | UEM Express | UEM Enterprise | UEM Advanced |
|--|------------------------|-------------|----------------|--------------|
| CORE SERVICE PLATFORM | | | | |
| Infrastructure of high performance, 64 bit, geographically distributed hardware platforms | ✓ | ✓ | ✓ | ✓ |
| Stor5™ storage network for email data indexing, storage and sub-second query retrieval | X | ✓ | ✓ | ✓ |
| Redundant multi-site and multi-network data centers with load balanced Internet connectivity | ✓ | ✓ | ✓ | ✓ |
| Advanced inbound traffic splitting for customers with multiple sites and email servers | ✓ | ✓ | ✓ | ✓ |
| Intelligent sender-based email delivery thread allocation for maximum message throughput | ✓ | ✓ | ✓ | ✓ |
| Single web-based administration portal for real-time system administration and configuration | ✓ | ✓ | ✓ | ✓ |
| Easy to use Mimecast Personal Portal for end users to manage and search their own messages | X | ✓ | ✓ | ✓ |
| Secure login with optional two-factor authentication for administrators and end users | ✓ | ✓ | ✓ | ✓ |
| Optional authentication against local domain controllers i.e. Microsoft Active Directory | ✓ | ✓ | ✓ | ✓ |
| Multiple administrator levels with flexible permission settings | ✓ | ✓ | ✓ | ✓ |
| Audit log of system access, events, policy creation and changes | ✓ | ✓ | ✓ | ✓ |
| Real-time view of all SMTP connections and rejections | ✓ | ✓ | ✓ | ✓ |
| Advanced graphing and charting of corporate email system usage patterns | ✓ | ✓ | ✓ | ✓ |
| Custom report generation showing communication views by both message and byte count | ✓ | ✓ | ✓ | ✓ |
| Full online queue management with manual retry, bounce, and extended spool options | ✓ | ✓ | ✓ | ✓ |
| Enhanced stationery manager for legal notice, signature, corporate branding management, imagery capability, click actions and microsites | ✓ | ✓ | ✓ | ✓ |
| Corporate contacts list harvesting based on records of everyday email messages | ✓ | ✓ | ✓ | ✓ |
| EMAIL SECURITY | | | | |
| Mimecast proprietary Advanced Reputation Management (ARMed SMTP™) | ✓ | ✓ | ✓ | ✓ |
| Real-time virus and malware protection with ARMed SMTP | ✓ | ✓ | ✓ | ✓ |
| Commercial anti-malware engines for multi-layer protection | ✓ | ✓ | ✓ | ✓ |
| ARMed SMTP™ real-time protection against spam and scam including Spam 2.0 | ✓ | ✓ | ✓ | ✓ |
| Protection from phishing scams through sender analysis, URL inspection and fingerprinting | ✓ | ✓ | ✓ | ✓ |
| Connection-based spam filtering through the use of Mimecast Global Reputation Service | ✓ | ✓ | ✓ | ✓ |
| Automatic spam test bypass for known good correspondents with real-time learning algorithm | ✓ | ✓ | ✓ | ✓ |
| Zero-day threat protection with Mimecast Zero-Hour Adaptive Risk Assessor™ (ZHARA™) | ✓ | ✓ | ✓ | ✓ |
| Mimecast Dark Traffic Analysis Group (DTAG™) provides protection against evolving threats | ✓ | ✓ | ✓ | ✓ |
| Application-layer deep packet inspection protects against application and OS vulnerabilities | ✓ | ✓ | ✓ | ✓ |
| System wide policy-based and personal permit and block list capability | ✓ | ✓ | ✓ | ✓ |
| Flexible attachment management rules which can be applied by user and/or group. Includes option to allow, block or hold for review | ✓ | ✓ | ✓ | ✓ |
| Unauthorized attachment quarantine area for online review and optional release | ✓ | ✓ | ✓ | ✓ |
| Policy based, secure email transmission via Transport Layer Security (TLS) | X | ✓ | ✓ | ✓ |
| Real-time image scanning for content policy enforcement | X | ✓ | ✓ | ✓ |
| BUSINESS CONTINUITY: accessed via webmail and Mimecast Services for Outlook | | | | |
| Instantly available emergency email facilities in the event of customer system outage | X | ✓ | ✓ | ✓ |
| Mailbox proxy and shared email data views to help operations being run by skeleton staff | X | ✓ | ✓ | ✓ |
| Queue replay options to recover lost data to your email server if required | X | ✓ | ✓ | ✓ |
| Manual online rerouting of queued items to remote Disaster Recovery site during local outages | X | ✓ | ✓ | ✓ |

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|---|------------------------|-------------|----------------|--------------|
| SEARCH CAPABILITY | | | | |
| Fully searchable email archive with typical sub-second retrieval times using Mimecast Stor5™ | X | ✓ | ✓ | ✓ |
| Administrator query ability across organization's entire global email data in a single search | X | ✓ | ✓ | ✓ |
| End user archive search capability via the Mimecast Personal Portal™ | X | ✓ | ✓ | ✓ |
| Comprehensive logs of administrative searches and data access | X | ✓ | ✓ | ✓ |
| Mimecast Services for Outlook™ (MSO) allowing users to search their email archive directly from their Outlook Inbox | X | X | ✓ | ✓ |
| ARCHIVING & COMPLIANCE | | | | |
| Stor5 architecture of secure, resilient network of data centers in regional jurisdictions | X | ✓ | ✓ | ✓ |
| Policy-based data retention of inbound and outbound external emails | X | 58 days | +10 years | +10 years |
| Policy-based data retention of internal emails | X | X | +10 years | +10 years |
| Encryption of retained email content with unique keys per client | X | ✓ | ✓ | ✓ |
| Ability to switch on and off content viewing rights for administrators | X | ✓ | ✓ | ✓ |
| Full policy action log and detailed transmission data for every email that transits the system | X | ✓ | ✓ | ✓ |
| Recovery of accidentally deleted or lost end user messages | X | ✓ | ✓ | ✓ |
| Remote control of Mimecast Services for Outlook™ integration components by administrators | X | ✓ | ✓ | ✓ |
| Large attachment handling with gateway-based strip and link option to download large files | X | ✓ | ✓ | ✓ |
| LITIGATION HOLD & E-DISCOVERY | | | | |
| Creation of E-Discovery cases to allow relevant archive searches to store as a group | X | X | ✓ | ✓ |
| Litigation Hold for protection and control of litigation-related messages | X | X | ✓ | ✓ |
| Permanent removal of emails from the archive via pre-designated Information Officers | X | X | ✓ | ✓ |
| DATA LEAK PREVENTION | | | | |
| Real-time protection against leaks of confidential or sensitive information | X | ✓ | ✓ | ✓ |
| Analysis of content across email body text, attachments, headers, and subject lines | X | ✓ | ✓ | ✓ |
| Weighted dictionaries allow meaningful thresholds to be applied and reduce false positives | X | ✓ | ✓ | ✓ |
| Intelligent identifiers to enable structured data such as credit card numbers to be recognized | X | ✓ | ✓ | ✓ |
| Control of known confidential files through the use of cryptographic checksums | X | ✓ | ✓ | ✓ |
| Risk management options based on message include block, hold pending review, bcc a group, add content, and/or add to shared monitoring folder | X | ✓ | ✓ | ✓ |
| Policy application to all users or specific senders, recipients or groups | X | ✓ | ✓ | ✓ |
| Time specific application of content policies, either indefinite or between certain significant dates | X | ✓ | ✓ | ✓ |
| Optional encryption of email connections through the use of key phrases in the subject line | X | ✓ | ✓ | ✓ |
| MAILBOX MANAGEMENT | | | | |
| Mimecast Services for Exchange™ (MSE™) for deeper integration of Mimecast with Microsoft Exchange | X | X | X | ✓ |
| Folder retention options allowing end users to decide the longevity of emails by placing them in specially defined folders | X | X | X | ✓ |
| Policy defined 'Message Stubbing' of full message and/or attachment to reduce mailbox sizes | X | X | X | ✓ |
| Replication of users Microsoft Outlook folders | X | X | X | ✓ |

Step 2: Select specialist add-on Mimecast Services

| CLOSED CIRCUIT MESSAGING | |
|---|---|
| Mimecast Closed Circuit Messaging™ (CCM™) allowing email delivery via a secure web-based channel | Available add on for UEM Express, Enterprise & Advanced |
| DOCUMENT SERVICES | |
| Stripping of confidential metadata from MS Word documents to avoid unintentional data leakage | Available add on for UEM Express, Enterprise & Advanced |
| Policy-based enforcement of the conversion of MS Word files to PDF before sending | Available add on for UEM Express, Enterprise & Advanced |

Step 3: Choose an Implementation Services pack

Mimecast Email Protect Implementation Pack: Mini webex tour by a Mimecast engineer of the web console and commonly asked questions regarding setting up of basic policies. Approximately 30 mins.

UEM Express Implementation Pack: A guided webex tour by a Mimecast engineer of the web console, commonly asked questions regarding setting up of policies, and 3 implementation support calls. Approximately 1 hour guided tour.

UEM Enterprise & Advanced Implementation Pack: A fully-managed implementation including a guided webex tour by a Mimecast engineer of the web console, commonly asked questions regarding setting up of policies. A dedicated Mimecast project manager will assist with the planning of your migration from existing services along with unlimited implementation support calls.

Step 4: Select a Support Services pack

Mimecast Standard Support: included with all Mimecast purchases. This level of support provides unlimited access to the Mimecast knowledge base, online help, system monitoring service, and standard email support only.

Mimecast Business Support: includes all of the benefits of Standard Support plus telephone access to Mimecast support engineers during business hours.

Mimecast Priority Support: includes all of the benefits of Business Support plus a preferential service level agreement, 24x7 telephone access to Mimecast support engineers, and a one-on-one online account tour and overview of the Mimecast account.

Step 5: Add Data Ingestion Services if you need to import existing email and data into your Mimecast archive

Mimecast Data Ingestion Services provide a reliable and safe method for moving historically archived email from the various email archiving solutions available, either on premise or online, to the Mimecast Network, to allow end users and administrators full visibility of their archived email.

Step 6: Book your Administrators onto Training

Mimecast Education offers training courses for all 3 pricing bundles. UEM Express and UEM Enterprise customers should attend our 1-day UEM Fundamentals for Administrators course. UEM Advanced customers should also attend our 1-day UEM Advanced course. In addition, we run a 1-day UEM Enhanced Stationery course, covering all aspects of stationery within Mimecast. Contact training@mimecast.com for further information and pricing.

About Mimecast:

Mimecast delivers Software-as-a-Service based enterprise email management including archiving, discovery, continuity, security and policy.

By unifying disparate and fragmented email environments into one holistic solution that is always available from the cloud, Mimecast minimizes risk and reduces cost and complexity, while providing total end-to-end control of email.

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