Selecting Mimecast Services

Mimecast's flexible and scalable suite of essential cloud services make email safer for business. Supporting multiple email platforms including Microsoft® Office 365™, Microsoft® Exchange, IBM® Notes® and Google Apps™ for Work, Mimecast security, archiving and continuity services remove the risks and complexities of business email management. A purpose-built true SaaS architecture delivers virtually limitless scale, and services can be upgraded with ease to meet your evolving needs.

Integrated Bundles (M1, M1A, M2, M2A)

Choose from a fully integrated security and email continuity bundle, or add long term data retention to achieve comprehensive email protection.

Security Packages (G1, S1, D1)

Get comprehensive email protection with Mimecast's cloud-based Secure Email Gateway. Defend against the latest email-borne threats including spear-phishing, whaling and other sophisticated attacks. Protect against data leaks, control inbound and outbound content and maintain a full audit trail of sent and received mail.

Archive Package (A1)

A highly secure, scalable and easily accessible cloud archive service to meet data retention, compliance and legal requirements.

Continuity Package (C1)

Protect the productivity of employees through uninterrupted access to email during outages or planned primary system downtime.

Add-On Services

Choose from additional services to meet specific organizational requirements, including:

- Large File Send – securely send and receive large files via email in line with defined security and retention policies.
- Secure Messaging – confidently share sensitive information with external parties via email.
- Archive Power Tools – add data retention capabilities including personal folder synchronization in the archive.
- Cloud Archive for Files – archive file share content alongside emails.
- Cloud Archive for IM – archive instant messaging conversations and content.

Mimecast Service Description

● – Standard   ○ – Available at an additional fee

For more detail on add-on services, see footnotes as referenced in the table below.

Mimecast Services	G1	S1	D1	C1	A1	M1	M1A	M2	M2A
Mimecast Service Platform									
ISO 27001:2013 Information Security Management Systems (ISMS) certified	●	●	●	●	●	●	●	●	●
ISO 27018:2014 Information Security Management Systems (ISMS) certified	●	●	●	●	●	●	●	●	●
Secure, scalable, jurisdictionally segregated geographically-dispersed data centers	●	●	●	●	●	●	●	●	●
Multi-network data centers with load balanced Internet connectivity	●	●	●	●	●	●	●	●	●
100% service availability punitive SLA	●	●	●	●	●	●	●	●	●
No additional on-premises hardware or appliance required during and after implementation	●	●	●	●	●	●	●	●	●
Single web-based Administration Console for all service administration requirements	●	●	●	●	●	●	●	●	●
Microsoft Active Directory (incl. Azure) synchronization and administrator-controlled metadata retention for policy configuration	●	●	●	●	●	●	●	●	●
Authentication									
Secure login for administrators and end users using pre-defined cloud password	●	●	●	●	●	●	●	●	●
Secure login for administrators and end users using Active Directory or Office 365 credentials	●	●	●	●	●	●	●	●	●
Secure login for end users using Integrated Authentication (when deployed with Mimecast for Outlook)	●	●	●	●	●	●	●	●	●
Complexity and expiration rules of cloud password configurable by administrator	●	●	●	●	●	●	●	●	●
Authentication options configurable by administrator	●	●	●	●	●	●	●	●	●
SAML 2.0 (SSO and 2FA) and 2-step authentication support for Administration Console	●	●	●	●	●	●	●	●	●
SAML 2.0 (SSO and 2FA) and 2-step authentication support for Mimecast Personal Portal, Mimecast for Outlook, Mimecast Mobile and Mimecast for Mac.	●	●	●	●	●	●	●	●	●
Policy and Authorization									
Granular policy application to all users or specific senders, recipients or groups	●	●	●	●	●	●	●	●	●
Policies applied based on Directory attributes or group membership	●	●	●	●	●	●	●	●	●
Multiple administrator levels with flexible permission settings	●	●	●	●	●	●	●	●	●
Assignment of administrators to pre-defined or customizable roles with associated permissions	●	●	●	●	●	●	●	●	●
Flexible management of end user permissions using group application settings	●	●	●	●	●	●	●	●	●
Full audit log of system access, events, policy creation and changes	●	●	●	●	●	●	●	●	●
Monitoring and Reporting									
Scheduled and defined reports of corporate email system usage patterns	●	●	●			●	●	●	●
Download historical email usage patterns in PDF format	●	●	●			●	●	●	●
Download of connection, rejection and bandwidth details in CSV format	●	●	●			●	●	●	●
Custom report generation showing communication views by both message and byte count	●	●	●			●	●	●	●
Detailed email activity report filtering down to the top communication pair levels	●	●	●			●	●	●	●
Online Service Monitor dashboard for monitoring of inbound and outbound email queues	●	●	●	●		●	●	●	●
Online Service Monitor dashboard for monitoring of journal queues				●	●	●	●	●	●

Mimecast Services	S1	D1	C1	A1	M1	M1A	M2	M2A
Monitoring and Reporting cont…								
Online Service Monitor dashboard for monitoring of synchronization services	●	●	●	●	●	●	●	●
SMS and email alerting of potential email service issues	●	●	●	●	●	●	●	●
Email Gateway								
Scalable, proprietary Message Transfer Agent (MTA)	●	●	●		●	●	●	●
Advanced inbound traffic splitting for customers with multiple sites and email servers	●	●	●		●	●	●	●
Maximum message throughput supported by grid-wide intelligent processing and routing	●	●	●	●	●	●	●	●
Full online queue management with manual retry, bounce, reject and extended spool options	●	●	●		●	●	●	●
Real-time view of all SMTP connections and rejections	●	●	●		●	●	●	●
Hold for Review policy and workflow	●	●	●		●	●	●	●
Policies and routing applied based on Microsoft Active Directory attributes or group membership	●	●	●		●	●	●	●
Full or partial email address rewrite capabilities	●	●	●		●	●	●	●
Online real-time rerouting of queued items to remote DR site during local outages	●	●	●	●	●	●	●	●
Administrator-defined Auto Response functionality	●	●	●	●	●	●	●	●
Email Security								
Connection-based spam filtering through the use of Mimecast Global Reputation Service	●	●	●		●	●	●	●
Real-time threat protection with Mimecast proprietary Advanced Reputation Management (ARMed SMTP™)	●	●	●		●	●	●	●
Commercial anti-malware engines for multi-layer protection	●	●	●		●	●	●	●
Anti-virus SLA - 100% virus protection with rescan ability upon release of items	●	●	●		●	●	●	
Anti-spam SLA - 99% spam protection, 0.0001% spam false positive rate	●	●	●		●	●	●	
Outbound email signing with Domain Keys Identified Mail (DKIM)	●	●	●		●	●	●	●
Sender Policy Framework (SPF) checks on inbound mail	●	●	●		●	●	●	●
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	●	●	●		●	●	●	●
Encrypted email transmission with best-effort Transport Layer Security (TLS)	●	●	●		●	●	●	●
Encrypted email transmission with policy-based Transport Layer Security (TLS)	●	●	●		●	●	●	●
Administrator-managed account-wide permit and block policies and lists	●	●	●		●	●	●	●
End-user personal permit and block lists to fine tune spam preferences	●	●	●		●	●	●	●
End-user email digests for personal quarantine management	●	●	●		●	●	●	●
Real-time image scanning for attachment policy enforcement	●	●	●		●	●	●	●
Optional Graymail Control – detect and action Newsletter and Bulk mail independently to spam configuration	●	●	●		●	●	●	●
Mimecast Secure Messaging for email communication via a secure web-based channel	○[2]	○[2]			○[2]	○[2]	○[2]	○[2]
Targeted Threat Protection								
Extend phishing and spear-phishing protection to the inbox of any client/device		●			●	●	●	●
Automatically rewrite URLs in inbound emails allowing for on-click scanning in real-time		●			●	●	●	●
URLs scanned on every click protecting against safe URLs being compromised subsequently		●			●	●	●	●

Mimecast Services **Targeted Threat Protection cont…**	G1	S1	D1	C1	A1	M1	M1A	M2	M2A
Ability to permit and block individual URLs and/or base domains		●				●	●	●	●
Configurable scanning levels and actions		●				●	●	●	●
Comprehensive log of all scanned URLs including a dedicated monitoring dashboard		●				●	●	●	●
Dynamic user awareness component to drive employee caution and learning		●				●	●	●	●
Administrator notification / alerting options		●				●	●	●	●
Extend phishing and spear-phishing protection to zero-hour attachment threats		●						●	●
Pre-emptive sandboxing to automatically security check email attachments before delivery		●						●	●
File conversion to safe formats & on-demand sandboxing to mitigate threats without introducing latency		●						●	●
Choice of file conversion formats		●						●	●
Comprehensive log of all safe / unsafe sandboxed attachments including a dedicated monitoring dashboard		●						●	●
Real-time protection against malware-less social engineering attacks like whaling, CEO fraud, business email compromise or W-2 fraud		●						●	●
Protection against unknown or newly observed domain names used as part of an attack		●						●	●
Protection against display name or friendly name spoofing		●						●	●
Visibly mark suspicious emails and those originating from an external source to enhance end user protection		●						●	●
Backed by comprehensive protection from Mimecast's threat intelligence infrastructure and Messaging Security teams		●				●	●	●	●
Complete administrative control over security of message; quarantine, bounce or mark emails depending on chosen security posture		●				●	●	●	●
Email Attachment Management									
Flexible attachment management rules applied via administrator-defined policies to allow, block, strip or hold		●	●			●	●	●	●
Policy-based inbound gateway strip and link keeping large email attachments away from the local mail store		●	●			●	●	●	●
Policy-based outbound gateway strip and link to assist with deliverability of large email attachments		●	●			●	●	●	●
End-user-invocation of strip and link functionality per email (applied through Outlook)		●	●			●	●	●	●
Administrator configurable email or attachment size limit policies		●	●			●	●	●	●
Mimecast Large File Send									
Ability to send and receive large files securely via email. Available as an add-on for the indicated services		○[1]	○[1]			○[1]	○[1]	○[1]	○[1]
Email Stationery and Marketing Tools									
Flexible corporate branding and image management of email messages	●	●	●			●	●	●	●
Microsoft Active Directory attribute or variable population	●	●	●			●	●	●	●
Recipient click tracking to record interaction with email marketing messages	●	●	●			●	●	●	●
Microsite creation functionality for rapid publication of temporary web landing pages	●	●	●			●	●	●	●
Recording of click activity when re-directing to a microsite or Internet URL	●	●	●			●	●	●	●
Predefined layouts and ability to upload custom templates	●	●	●			●	●	●	●
User-invoked email stationery application at email composition from administrator-defined selection	●	●	●			●	●	●	●

Mimecast Services	G1	S1	D1	C1	A1	M1	M1A	M2	M2A
Data Leak Prevention									
Real-time protection against leaks of confidential or sensitive information			●			●	●	●	●
Identification of confidential files through the use of cryptographic checksums			●			●	●	●	●
Analysis of content within email body, HTML, subject lines, headers and attachments			●			●	●	●	●
Intelligent identifiers for the recognition of structured data such as credit card numbers			●			●	●	●	●
Integrated Mimecast-managed Reference Dictionaries			●			●	●	●	●
Weighted dictionaries for threshold policy triggering to reduce false positives			●			●	●	●	●
Document fingerprinting to help prevent drip feed data loss			●			●	●	●	●
Stripping of confidential metadata from MS Office files to avoid unintentional data leakage			●			●	●	●	●
Configurable watermark for MS Word files			●			●	●	●	●
Conversion of MS Office files to PDF before delivery to final recipient			●			●	●	●	●
User invocation of document transformation policy from administrator-defined selection			●			●	●	●	●
Mimecast Secure Messaging for email communication via a secure web-based channel		○[2]	○[2]			○[2]	○[2]	○[2]	○[2]
Mimecast Secure Messaging enforcement through the use of key phrases in any email content			○[2]			○[2]	○[2]	○[2]	○[2]
End-user invocation of Mimecast Secure Messaging through Outlook		○[2]	○[2]			○[2]	○[2]	○[2]	○[2]
Date-specific or indefinite application of content protection policies			●			●	●	●	●
Automated DLP policy application according to sender / recipient / user group membership			●			●	●	●	●
Analysis of outbound file content against DLP rules when sent via Mimecast Large File Send (LFS)			○[1]			○[1]	○[1]	○[1]	○[1]
Risk management options: block, hold pending review, bcc a group, add content, add to shared smart folder			●			●	●	●	●
Email Continuity									
Failover routing of email to remote DR site during local outages		●	●	●		●	●	●	●
Automatic email queuing / spooling for 4 days plus the option to pause inbound delivery		●	●	●		●	●	●	●
Automatic or administrator invocation of continuity service				●		●	●	●	●
Always-on access to live email and calendar information via the Mimecast Personal Portal				●		●	●	●	●
No action required for cached Outlook clients to invoke continuity service via Mimecast for Outlook				●		●	●	●	●
Administrator-controlled and customizable continuity service notifications for BlackBerry users				●		●	●	●	●
Access to live email via BlackBerry smartphone during BES, RIM NOC or Exchange outages				●		●	●	●	●
Administrator-controlled iPhone and Android apps for email access during ActiveSync unavailability				●		●	●	●	●
Administrator-controlled native Mac application that enables email access during Exchange outages				●		●	●	●	●
Email Retention & Archiving									
Maximum message throughput supported by grid-wide intelligent processing and routing	●	●	●	●	●	●	●	●	●
All retained email is encrypted and held in triplicate to ensure tamper proof, secure data		●	●	●	●	●	●	●	●
All data is held in jurisdictionally defined locations		●	●	●	●	●	●	●	●
Retention of inbound, outbound and internal email according to centrally-managed retention policy	Zero	30 days	30 days	58 days	Perpetual	58 days	Perpetual	58 days	Perpetual
Immediate purging of email upon delivery	●								
POP3 or SMTP journal-based live archiving of internal email				●	●	●	●	●	●
Detailed receipt and/or delivery log held for every stored email		●	●	●		●	●	●	●

Mimecast Services	G1	S1	D1	C1	A1	M1	M1A	M2	M2A
Email Retention & Archiving cont…									
Every iteration of every message is stored with an audit trail of all policies it was evaluated against		●	●			●	●	●	●
Ability to grant and revoke content viewing rights for administrators		●	●		●	●	●	●	●
Delegated content view permissions via smart tags					●	●	●	●	●
Policy based retention of content or meta data of messages for sub-sets of users					●	●	●	●	●
Retention adjustment of messages in the archive by coordinated action of multiple administrators					●		●		●
Categorize / group messages in smart tags based on message content, or via policy					●	●	●	●	●
Categorize / group messages in smart tags based on e-discovery functionality					●		●		●
User 'drag and drop' of messages to personal retention folders in Outlook					○[3]		○[3]		○[3]
Staggered deletion schedules from Exchange, Mimecast personal and Mimecast administrative archive					○[3]		○[3]		○[3]
Personal Exchange folder structure preserved in Mimecast archive					○[3]		○[3]		○[3]
Policy defined message stubbing of full messages or attachments only on Exchange					○[3]		○[3]		○[3]
User invoked message stubbing via Outlook					○[3]		○[3]		○[3]
Recovery of deleted or lost end user messages				●	●	●	●	●	●
Inbuilt sensitivity filter for exclusion of personal and private messages from Delegated Mailboxes	●	●	●	●	●	●	●	●	●
Access to Retained / Archived Data									
Near real-time administrative search of entire Mimecast archive with or without content viewing rights					●	●	●	●	●
Comprehensive log of all Administrator searches					●	●	●	●	●
Log of all messages accessed by an Administrator (including metadata and content views)					●	●	●	●	●
End-user access to Mimecast Inbox and Sent Items via Outlook, Apple Mac, smartphone, tablet or web				●	●	●	●	●	●
End-user personal archive search via Outlook, Apple Mac, smartphone, tablet, or web					●	●	●	●	●
End-user search of personal and delegated archive including Smart Tags directly from Outlook and Apple Mac					●	●	●	●	●
'Export and Save' facility between Mimecast personal archive and Outlook mailbox for easy message recovery					●	●	●	●	●
File Archiving									
Archive, index and search files archived from network file shares and user home directories					○[4]		○[4]		○[4]
Instant Messenger Archiving									
Archive, index and search Lync/Skype for Business messages					○[5]		○[4]		○[5]
E-discovery and Litigation Hold									
Near real-time, organization-wide e-discovery search capability across all data					●		●		●
Creation of e-discovery 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					●		●		●
E-discovery cases can include files and documents from multiple sources					○[4]		○[4]		○[4]
Litigation hold extends to files and documents archived from multiple sources					○[4]		○[4]		○[4]
E-discovery cases can include IM conversations					○[5]		○[5]		○[5]
Litigation holds extends to IM conversations archived					○[5]		○[5]		○[5]
API for 3rd party e-discovery tool support					●		●		●

Mimecast Services	G1	S1	D1	C1	A1	M1	M1A	M2	M2A
Support									
Email support	●	●	●	●	●	●	●	●	●
Business hours telephone support	○	○	○	○	○	○	○	○	○
24x7x365 telephone support	○	○	○	○	○	○	○	○	○
Platinum support – includes named Technical Account Manager & bi-annual account audit, service capability updates and feature presentation	○	○	○	○	○	○	○	○	○

Mimecast Add-Ons Service Description

● – Standard

1. Mimecast Large File Send	
Maximum file upload size	2GB
Annual total storage allowance for large file sending	30GB/user
Number of users	Min. of 100 users or total users within an organization, whichever is greater.
Link expiry	Flexible
Notification when files are first accessed by the recipient	●
Ability for originator to receive large files in return	●
Configurable / optional password protected exchange of large attachments with controlled download link extension and expiration	●
Administrator-controlled invocation of Large File Send capabilities	●
Automatic bypass of local email infrastructure for large outbound messages reducing operational overhead	●
Analysis of all inbound and outbound large files against DLP policies	●
Virus scanning of all inbound and outbound large files	●
Files automatically archived and indexed for search and e-discovery	●
Files archived in line with customer retention policy	●
User-invoked Large File Send capabilities	●
Administrator reporting and management of users and usage. Control of all Large File Send interactions	●

2. Secure Messaging	
Send and receive sensitive and confidential information via email – with recipient access via a secure web portal	●
Granular sender controls including restrict print, reply and reply all	●
Ability to set the expiration of secure messages including revocation	●
Optional request of read receipts for secure messages	●

3. Archive Power Tools	
User 'drag and drop' access to personal retention folders in Outlook	●
Staggered deletion schedules from Exchange, Mimecast personal and administrative archive	●
Personal Exchange folder structure preserved in Mimecast archive	●
Policy defined message stubbing of full messages or attachments only on Exchange	●
User invoked message stubbing via Outlook	●
'Export and Save' facility between Mimecast personal archive and Outlook mailbox for easy message recovery	●

4. Cloud Archive for Files	
File archive connectors for network file shares and user home directories	●
All content retained and held in triplicate to ensure tamper-proof, secure data	●
All data is held in jurisdictionally defined locations	●
Files retained in accordance with email retention policy	●
File archive accessible to administrators via Administration Console	●
Recovery of deleted or lost files from Mimecast File Archive (via Administration Console)	●
Archived files can be included in e-discovery cases	●
Archived files can be referenced in litigation holds	●

5. Cloud Archive for IM	
Connector to archive Microsoft Lync 2010 and 2013, and Skype for Business 2015 Server peer-to-peer and conference instant messages	●
Archiving of conference content like uploaded handouts and event-related details such as joining / leaving	●
Archive conference whiteboards and polls for Microsoft Lync 2013 and Skype for Business 2015	●
All content retained and held in triplicate to ensure tamper-proof, secure data	●
All data is held in jurisdictionally defined locations	●
IM conversations retained in accordance with corporate email retention policy	●
IM archive accessible to administrators via Administration Console	●
Archived IM conversations can be included in e-discovery cases	●
Archived IM conversations can be referenced in litigation holds	●

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.

- **Mimecast Platinum Support**: Includes all the benefits of Mimecast Priority Support as well as providing a named Technical Account Manager available during business hours, bi-annual account audit & review, bi-annual service capability update and new feature presentation, as well as access to the early adopters program.

Add 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. Once implementation is complete, all documentation and key information is passed to the Mimecast Support team, who will also be able to call on the implementation engineer if required in the future.

Add Mimecast Legacy Archive Data Management

Mimecast Legacy Archive Data Management is available to clients who subscribe to A1 and M2A services. This is a reliable and safe method for moving legacy archived email from existing on-premises or hosted archive solutions to the Mimecast archive. This provides end users and administrators with a single, consolidated view of their archived email.

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.