mimecast®
unified email management

MIMECAST SERVICES FOR OUTLOOK™

Seamless email continuity and search capability for Microsoft Outlook users

Continuity of email service in a familiar environment

Today email is much more than a messaging solution, it is used to send, receive and store essential business documents and forms a critical part of many organization's core business processes. Protecting the uptime of email systems and email data access is therefore a key responsibility of IT professionals. Mimecast Unified Email Management™ (UEM™) is a cost effective Software-as-a-Service (SaaS) solution that utilizes Mimecast Services for Outlook™ (MSO™) to seamlessly deliver continuity of email service to end users, during scheduled and unplanned local server outages, through their familiar Microsoft Outlook interface. Benefits include the ability for users to rapidly search their entire email archive for historical emails and attachments, and continue to send and receive email in real-time.

Benefits-at-a-glance:

- **Keep working, even if Exchange isn't**
  During local email system outages, MSO provides end users with seamless and transparent email continuity enabling them to send and receive email, continue to access emails sent and received prior to the outage and access archived email from within their familiar Microsoft Outlook interface.

- **Enables user email archive search from Microsoft Outlook**
  Mimecast Services for Outlook allows users to quickly and easily search their personal archive directly from their Outlook mailbox to locate the emails they need, cutting down on help desk queries, reducing cost and improving productivity.

- **Removes the need for clustered Microsoft Exchange**
  Mimecast's geographically dispersed network of datacenters with built-in redundancy and load balanced Internet connectivity supports a Service Level Agreement (SLA) of 100% availability so you don't have to deploy costly and complex redundant servers.

- **Reduces the load on Microsoft Exchange servers**
  Tight integration with Microsoft Outlook means that email messages can be stubbed or completely removed from local Exchange servers and quickly and easily retrieved by end users from their Mimecast archive via their Outlook mailbox.

- **Offers greater scheduling flexibility for email server maintenance**
  Automatic failover and failback of email services that is transparent to end users and doesn't require IT invocation, means that routine email server maintenance and update tasks can be considered during normal business hours offering greater flexibility to IT departments.

Key features:

Continuity of email through familiar Outlook desktop

In the event of your local Microsoft Exchange server becoming unavailable, Mimecast Services for Outlook offers seamless email continuity for end users. During planned or unexpected email server outages, Mimecast automatically queues new email for Microsoft Exchange. Mimecast then delivers this email to the end user's Outlook mailbox giving them access to new email as it arrives and the ability to read, reply and forward emails as usual. Once your Exchange server is back up and running, MSO will connect to it and synchronize any sent or received email from the period of outage. Email continuity ensures no emails bounce or could potentially not get delivered during an outage, giving business partners or customers full confidence your business is running as normal.

Automatic and transparent failover and failback

Mimecast Services for Outlook will automatically detect if the local Exchange server becomes unavailable and transparently switches to send and receive email directly from the Mimecast service until the Exchange server is back online, at which time MSO will automatically failback. This entire failover and failback process occurs without the need for any intervention from IT or end users, and allows end users to continue working with email from their familiar Outlook mailboxes as though the Exchange server was still functioning normally. Provided end users have Internet connection they will have the benefit of uninterrupted email access and IT departments can focus on resolving the email server issues without having to deal with Exchange server failover procedures, re-homing mailboxes or the surge of end user calls usually associated with email outages.

Full email archive search for Outlook users

As Mimecast is able to ingest not only your historical email from your Microsoft Exchange server, but also personal email files (.pst files) that users may have saved on their local hard disks, users can benefit from having access to 10 years of historical email from a single search. Mimecast's unique parallel storage architecture delivers fast sub-second search speeds and Mimecast Services for Outlook users also have the benefit of being able to perform these searches from within the familiar interface of Outlook itself. Users can even self-recover deleted emails by simply dragging them back into their Inbox, cutting down on help desk queries, reducing cost and improving productivity.

	UEM Express	UEM Enterprise	UEM Advanced
Emails available for Mimecast search	External Only	Internal and External	Internal and External
Period of retention of archived emails	58 days	10 years	10 years

Build on your existing email investment

Mimecast protects your existing email infrastructure investment by tightly integrating with your Microsoft Exchange server and Outlook clients. Email continuity and comprehensive search capabilities are delivered to end users through their familiar Outlook interface, building on the knowledge they already have and minimizing the need for end user training. Giving end users the ability to search through the Mimecast email archive from within Outlook means that mailbox sizes can be kept to a minimum, freeing up your Exchange server to do what it was designed for, delivering messages rather than managing and storing them.

Facilitates improved data security

Delivering seamless email continuity and archiving services to end users can have the additional benefit of increasing your organization's data security. During outages of email services, well intentioned users may resort to their personal webmail accounts to send information to customers and partners, circumventing the usual protection that is in place to guard against data leaks and ensure regulatory compliance. In addition, mandated limits on users' mailbox sizes that are often necessary to prevent degradation of local mail server performance can make users more likely to save .pst files on their local hard drives or removable storage media, leaving large volumes of sensitive information on an easily stolen laptop computer or storage device. Such acts can leave organizations open to the risks associated with data leakage and non-compliance.

Note: The Mimecast UEM Express service only includes MSO for continuity purposes, and searching the archive within MSO is unavailable in this service bundle. Mimecast UEM Advanced subscribers can also take advantage of Mimecast Services for Exchange, which offers a framework for additional Outlook integration features such as Folder Replication, Folder Based Retention and Message Stubbing. See the Mimecast Services for Exchange datasheet for further details.

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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