

White paper: Mail Archiving

Contents:

Introduction	1
How does this solution work	1
Benefits of Mail Archiving solution	2
Real Time Applications	3
Features of Web based interface	3
Webservio privacy information	3
conclusion	4

Special points of interest:

- Regulatory compliance mandates storage of digital communication for a specified period of time
- Spam accounts for nearly 40% of all emails which thereby needs to be filtered before archiving.

introduction

Email is essential to every business and Webservio's Mail Archiving Solution understands every organization's need for not only complete email security from Viruses, Spam and unwanted content, but also have a reliable backup of all emails for business continuity and for compliance with regulations. This white paper will introduce you to our solution and address some of your concerns about routing your email through a third party and storing backups.

Since Traditional email infrastructures are becoming obsolete as the requirements and criticality increases, more IT managers have begun to take control of the situation by housing their own Mail servers/Exchange servers. This however leads to the mail

server being susceptible to attacks, spam bombs and other security issues which may cause in interruption in the mail delivery. Also to comply with regulations set by SEC, NASD and Sarbanes-Oxley, all communications are required to be archived for a specific period of time and needs to be in an easily accessible place in case of an audit or any other requirement. By using Webservio's Mail Archiving solution, all incoming & outgoing emails are first routed through Webservio, where the email filtering occurs, and then is sent to our Mail Transport Agent (MTA) which processes the mail and checks to see if any of the business rules and logic apply. After this a copy of your email is archived and stored in our secure repository and the email is transmitted to the intended recipient.

Although your email is routed through Webservio, you do NOT give up control of your network security.

Corporate use of managed email security and routing services is increasing. In its May 2002 issue, *Information Security Magazine* raised the question: Can external services safely help you handle "the management of e-mail security"? Their answer: "A resounding 'yes'." All types of enterprises use managed services to filter email, archive and route, from the Fortune 500 to small companies.

How does this solution work

Webservio's Mail archiving solution is unique in the sense that it archives emails the moment it receives them. During the archiving process, it also indexes each email to ensure that it is easily searchable. Unlike other systems available which archive messages after the enterprise mail server receives them, our solution ar-

chives the messages on the fly before the email even arrives to the intended recipient thereby ensuring that a clean copy of the email has been stored.

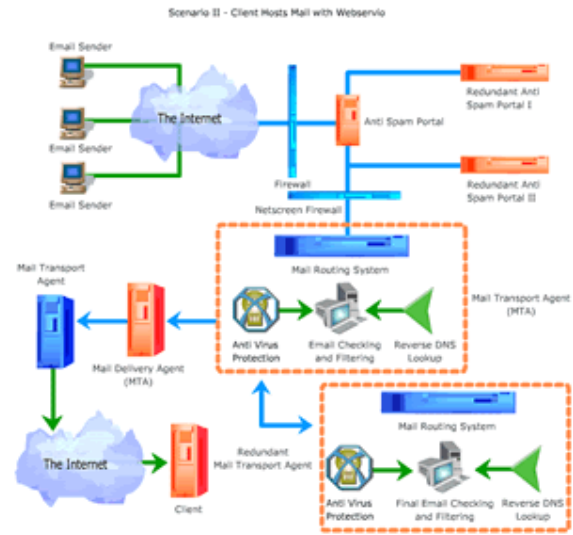
By implementing our solution, Webservio will become the primary MX record for your organization. When an email is sent from/to your organization,

it is first relayed to our relaying mail server. Here rules are defined which archives the emails concurrently while transmitting the email to the recipient. This also ensures that your network is not susceptible to email-borne threats since we filter the messages for spam and viruses. These archived emails are then stored in our secure

repository. The archived emails can then be viewed by designated members of your organization through a web based interface.

The use of our anti spam system also prevents unwanted emails to bog down your network. Web based access to the quarantine allows you to set policies, whitelists, blacklists. The Mail Archiving Solution can also be used as your mail disaster recovery solution. Your email

is protected by backup mail servers that bag email messages in the event of a server failure at your location. Messages sent to your address during server downtime will be saved until your mail server is brought back online at which point all messages sent during this downtime will be relayed to your mail server.



Benefits of Mail Archiving Solutions

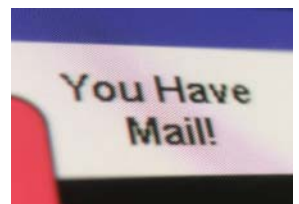
Webservio's Mail Archiving Solutions is structured to give organizations, large and small, a more comprehensive solution to manage their email communications along with the spam and virus protection and other mail routing options. One can continue to use their existing Mail/Exchange server or choose to host their email with Webservio.

- Remote Backup location
- Maintains a clean unmodified record of all messages.
- Rapid search and retrieval of messages through user friendly web based interface.
- Addresses regulatory compliance rules set forth by SEC, NASD and compliance with Sarbanes—Oxley Act.
- Ability to set rules to archive email based on rules specified. This gives an added advantage to businesses to have a copy of all emails sent/received along with monitoring employee's emails to ensure that they adhere to company's policies.

“Affordable, secure & reliable mail archiving solution.”

Benefits of Mail Archiving Solution (contd..)

- Protection against DOS attacks, Mail bombs, Dictionary attacks and Error Flooding.
- Web based access to quarantine to view filtered email. This allows to separate the archived emails from the junk emails thereby avoiding clutter.
- Mail Redundancy by acting as a secondary backup mail server in case of primary mail server outage.
- Low cost of maintenance and ownership. All equipment will be maintained by Webservio thereby saving costs on IT staffing and other costs associated with bandwidth usage and equipment purchase.
- Sheltering your MX record which thereby protects spammers from bombarding your mail server for unscrupulous purposes



Real time applications

Page 3

The Mail Archiving solution has many applications useful for businesses to manage their email. Some of the major ones are:

- Mail Routing. By using our solution, you ensure that the mails are routed safely and securely without inundating your own mail server. This reduces the chances for system failures.
- Mail Archiving. When companies need to ensure that all incoming and outgoing correspondences are archived from the server level, then using our solution, we can define rules that will store a copy of all emails in a POP3 account which can be accessible through a web browser for later review.
- Mail Filtering. Using a Bayesian filtering method, all incoming emails are checked for Spam and quarantined. You will have a web based interface to view the quarantine and create Whitelists/Blacklists accordingly. The emails are also subject to multiple virus scanning to ensure that viruses do not paralyze your operations.



Features of Web based interface

- Password protected secure interface for login
- Snapshot of current archived messages with graphical reports.
- Ability to view archived emails based on date range.
- View From, To, Subject, Date field for emails and be able to forward emails to outside email address or resend to recipient.
- Ability to view attachments and sort them based on extensions received.
- Report capability to view email usage on a per user basis
- Ability to relay emails sent to certain users based on a date criteria
- Separate reporting interfaces for outbound messages and inbound messages.
- Extensive search capability which indexes each email for easy retrieval.
- Database driven interface allows for fast and easy viewing with minimal consumption of servers resources.

“Listing our MX record gives you the benefit of sheltering your mail server from email-borne threats.”

Webservio Privacy Information

Organizations may have concern that Webservio's employees may have access to their email. But Webservio's architecture makes the viewing of your email inherently difficult even for Webservio. While Webservio does store a copy of the emails on the archived servers, these are protected and have very limited access which is required to perform maintenance. No

employee of Webservio is granted access to view the machine's internal folder and all logins to the server are tracked .

If you choose to use our solution, then your quarantines are also not viewed because the email messages are segmented. The only action from our end that is done to your email is

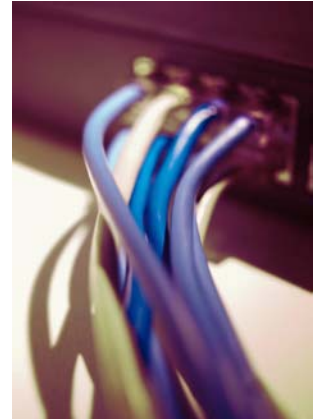
that they are processed electronically through our filters and then stored in the designated archived area.



Webservio understands the importance of email and that is why we offer this premium service not as an add-on but as a solution.

Our network operations are monitored 24x7x365. Our data center has very limited public access and is backed up by a diesel power generator.

Our network connectivity is with Tier-1 providers making the chances of our network going down absolutely minimal.



conclusion

Mail archiving can be a very effective solution for businesses who would like to have the assurance of not losing email in this traffic and to reduce the load on their mail server along with maintaining regulatory compliance. Since Webservio already possesses a framework in its data facility for its implementation, it helps us provide this service to you at a cost effective price. In-house implementation of this

methodology would require considerable investment which defeats the purpose for any organization which would like to have an effective solution with minimum cost.

Email security and protection has become very extensive and successfully protecting your network requires constant effort and extensive resources which is where Webservio comes into the picture.

Due to the redundant architecture this solution can also assist your organization in the event of a disaster. With the emails still being able to be routed through our servers, web based interfaces can be provided during this time to avoid any interruptions in your operations.

“With a 99.9% uptime guarantee, we make sure that your email service is never interrupted.”

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