



EBOOK

Email Security with Mimecast

Protect your business emails from threats including spam, viruses & ransomware.



mimecast

Email Security

Since the earliest days of the internet, email has been a target for misuse, abuse and malicious attacks. Email is often exploited to spread malware and viruses, deploy ransomware and phishing attacks, steal sensitive data, and manipulating users into divulging confidential information.

Email security solutions are designed to protect against the constantly evolving range of threats and attacks on your email-based communications, preserving the confidentiality, integrity, and availability of email messages.

- Email attacks are popular with cybercriminals because they are easy, and they work.
- E-mail attacks can bypass the technology in anti-virus programs and target the weakest links, who are generally people.

Boost your email security with Mimecast Secure Email

Mimecast were founded in 2003 and are a very well respected and established brand in e-mail security. The strength of Mimecast comes from the quality of the e-mail security protection, their heritage in providing e-mail archiving and the additional services such as e-mail continuity (the ability to send and receive e-mail even when Microsoft Exchange or Microsoft 365 aren't accessible or working), e-mail encryption and a solution to enable large files to be sent in e-mail.

Mimecast offers cloud-based email security, archiving, and continuity solutions to protect users and sensitive data from email-based threats, ensure the availability and integrity of email data, and help to meet compliance requirements.



Mimecast

Wavenet is a Mimecast Managed Service provider which authorises us to offer the individual components of Mimecast at a simple per-user-per-month cost, allowing our customers to purchase the components that are most important to them.

Key features and benefits of Mimecast email solutions include:

- **Email Security:** Mimecast provides comprehensive email security features, such as protection against spam, phishing, malware, and advanced threats like spear-phishing and ransomware. It uses advanced detection technologies, such as machine learning and sandboxing, to identify and block malicious content before it reaches users' inboxes.
- **Targeted Threat Protection:** Mimecast's Targeted Threat Protection (TTP) helps defend against targeted email attacks, including impersonation attacks, URL-based threats, and attachment-based threats. TTP employs real-time scanning, URL rewriting, and attachment sandboxing to safeguard users from these sophisticated threats.
- **Data Leak Prevention (DLP):** Mimecast offers DLP capabilities that help organisations prevent the accidental or intentional leakage of sensitive data via email. It uses customisable policies and content filtering to inspect outbound emails for sensitive information, alerting administrators or blocking the email if necessary.
- **Email Continuity:** Mimecast ensures uninterrupted access to email services in the event of an outage, such as during a server failure or a security incident. Users can continue to send and receive emails through Mimecast's platform even if the primary email system is unavailable.
- **Email Archiving:** Mimecast provides a secure and scalable email archiving solution that enables organisations to store, manage, and access historical email data easily. It offers robust search capabilities, e-discovery support, and data retention controls to help organisations meet compliance requirements.
- **Encryption and Data Security:** Mimecast offers encryption options for securing email communications, including Transport Layer Security (TLS) and Secure/Multipurpose Internet Mail Extensions (S/MIME). Additionally, it ensures data at rest is encrypted, providing an added layer of security for sensitive information.
- **Integration:** Mimecast integrates with popular email platforms, such as Microsoft Exchange, Office 365, and Google Workspace, offering seamless protection and management capabilities.
- **Reporting and Analytics:** Mimecast offers detailed reporting and analytics features to help organisations gain insights into their email security posture, user behaviour, and compliance status.

Wavenet Support

Wavenet are part of the Mimecast MSP program for purchasing and support with designated engineers who are fully trained on all the licensed Mimecast services.

Wavenet engineers perform the following tasks related to resolving any issues:

- Carry out initial analysis and attempt to replicate the problem in an effort to resolve simple end user-type errors.
- Co-ordinate the gathering of relevant information from the end-users, computer room operators and system managers in order to diagnose reported problems.
- Distinguish between normal and abnormal operation of the services.
- Escalate to Mimecast technical support for cases that cannot be resolved.

All issues are investigated and followed up within our defined priority-based SLAs. Wavenet standard support hours are Monday to Friday, 8:00 AM to 18:00 PM.

Priority	Time to first response	Target Time to resolution
Critical	30 minutes	8 hours
High	1 hour	24 hours
Medium	4 hours	48 hours

WAVENET.CO.UK

0333 234 0011

Wavenet Limited
One Central
Boulevard Blythe
Valley Park Solihull,
West Midlands B90
8BG
publicsector@wavenet.co.uk

 **wavenet**



Networking &
Connectivity



Unified
Communications &
Voice



Contact Centres



Mobile Solutions
& IoT



IT, Cloud & Technology



Network
Intelligence



Cyberguard