

G-Cloud 15 Service Definition for Mimecast Archiving



1 Service Overview

Mimecast Archiving is a cloud-based email archiving and information governance service designed to help public sector organisations securely retain, search and manage email data in line with regulatory, legal and operational requirements. The service provides a tamper-resistant, immutable archive that captures inbound, outbound and internal email traffic, enabling long-term retention, rapid search, and defensible eDiscovery.

The service is delivered as Software as a Service (SaaS) from Mimecast's resilient global cloud infrastructure and is accessible via a secure web-based management console. Quadris supplies Mimecast Archiving as a G-Cloud Lot 2b Cloud Software service, with optional support and managed service wrap-around options.

2 Service Scope

Mimecast Archiving provides:

- Secure capture and long-term retention of email data
- Centralised policy-based retention and legal hold
- Fast, granular search and eDiscovery
- Immutable storage protecting against accidental or malicious deletion
- Support for compliance, audit, and freedom of information requests

The service is suitable for organisations using Microsoft 365 or Microsoft Exchange and integrates without the need for on-premise hardware.

3 Key Features

3.1.1 Cloud-Based Email Archiving

All email traffic is journaled and stored in Mimecast's cloud archive, providing a complete and immutable record of communications. The archive is independent of the primary email platform, ensuring data remains available even during outages or migrations.

3.1.2 Granular Retention Management

Administrators can define retention policies based on users, groups, domains, message metadata, and Active Directory attributes. This enables organisations to meet statutory retention obligations while reducing data sprawl.

3.1.3 Search and eDiscovery

Mimecast Archiving provides powerful search capabilities across message content, attachments and metadata. Searches can be performed by authorised users to support eDiscovery, subject access requests, audits and investigations.

3.1.4 Legal Hold

Messages can be placed on legal hold to prevent deletion regardless of retention policy, ensuring data is preserved for litigation or regulatory purposes.

3.1.5 End-User Access

Optional end-user access allows authorised users to search historical email, reducing IT administrative overhead and supporting business continuity.

3.1.6 Security and Resilience

The archive is immutable and protected against ransomware, malicious deletion and insider threat. Data is encrypted in transit and at rest, and access is controlled using role-based access control.

4 Service Benefits

- Supports compliance with public sector regulatory and record-keeping obligations
- Reduces risk associated with data loss, deletion or corruption
- Simplifies eDiscovery, FOI and SAR processes
- Improves operational resilience and continuity
- Reduces reliance on primary email platforms for historical data

5 Service Implementation

Mimecast Archiving is deployed using journal integration with the customer's email platform. Deployment typically includes:

- Initial service configuration
- Integration with Microsoft 365 or Exchange
- Policy definition and retention setup
- Administrator enablement

No customer-side infrastructure is required.

6 Security and Compliance

Mimecast Archiving is delivered from enterprise-grade cloud infrastructure and aligns to recognised security and compliance standards. Key controls include:

- Encryption in transit and at rest
- Role-based access control and audit logging
- Data immutability and tamper resistance
- Resilient, geographically distributed data centres

The service supports compliance with UK public sector governance, audit and information assurance requirements.

7 Service Levels

Mimecast provides a highly available cloud service designed for continuous access to archived data. Service availability, resilience and platform maintenance are delivered as part of the standard SaaS offering.

8 Support Model – Quadris

Quadris offers two support options for Mimecast Archiving, allowing buyers to choose between self-operation with guidance or a fully managed service.

8.1.1 Option 1: Quadris Assisted (Buyer-Managed)

Designed for organisations that wish to operate Mimecast Archiving themselves, with access to expert guidance.

Inclusions:

- Initial administrator training
- Named administrator support
- Configuration guidance and best-practice advice
- Support for policy design and retention configuration

Buyer Responsibilities:

- Day-to-day administration
- User management and access control
- Execution of searches, exports and legal holds

8.1.2 Option 2: Quadris Fully Managed Service

Designed for organisations that wish to outsource day-to-day operation of Mimecast Archiving to Quadris.

Inclusions:

- Full service administration
- Policy configuration and ongoing optimisation
- Search, eDiscovery and export support
- Incident and change management
- Regular service reviews

Buyer Responsibilities:

- Define business and compliance requirements
- Authorise legal holds and data access requests

9 Support Responsibility Comparison

Activity	Buyer-Managed	Fully Managed
Platform availability	Mimecast	Mimecast
Initial configuration	Shared	Quadris
Retention policy management	Buyer	Quadris
User and role management	Buyer	Quadris
Search and eDiscovery	Buyer	Quadris
Legal hold execution	Buyer	Quadris
Technical escalation	Quadris	Quadris

10 Onboarding and Offboarding

Quadris supports structured onboarding to ensure successful service adoption. Upon contract termination, data export and service exit activities are supported in line with Mimecast capabilities and buyer requirements.

11 Pricing Model

Pricing is subscription-based and typically aligned to the number of users and retention requirements. Support and managed services are priced separately depending on the selected support model.

12 Service Constraints

- Internet connectivity is required
- Service is dependent on supported email platforms
- Archive retention is subject to configured policies

13 Summary

Mimecast Archiving provides a secure, resilient and compliant email archiving solution suitable for UK public sector organisations. Delivered via G-Cloud 15 Lot 2b, and supported by Quadris through flexible support models, the service enables organisations to meet governance obligations while reducing operational risk and complexity.

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