

G-Cloud 15 Service Definition for Mimecast DMARC Analyzer



1 Service Description

Mimecast DMARC Analyzer supports organisations throughout the full DMARC lifecycle, from initial visibility and monitoring through to policy enforcement and ongoing management. The service aggregates and analyses DMARC reports from all email sources, presenting the data through user-friendly dashboards, charts and alerts. This allows administrators to identify authorised and unauthorised sending sources, remediate misconfigurations, and progressively strengthen DMARC policies.

Key service capabilities include:

- Aggregated DMARC reporting across all owned domains
- Encrypted forensic reporting for detailed investigation
- Real-time dashboards and monitoring alerts
- Guided workflows to accelerate DMARC compliance
- Policy management to safely enforce quarantine and reject actions

By building on SPF and DKIM authentication, Mimecast DMARC Analyzer adds critical reporting and governance capabilities, enabling organisations to block unauthorised email while maintaining delivery of legitimate messages

2 Service Benefits

The service delivers the following benefits to buyers:

- Protection against domain spoofing, impersonation and brand abuse
- Reduced risk of phishing and fraud targeting staff, citizens and partners
- Faster achievement of DMARC compliance through guided self-service tools
- Improved email deliverability for legitimate outbound communications
- Reduced cost and complexity through a rapidly deployed SaaS model

3 Service Features

Mimecast DMARC Analyzer includes:

- **Domain visibility and governance:** Full insight into inbound and outbound email activity across active and inactive domains.
- **Reporting and analytics:** Aggregated DMARC reports, forensic analysis and historical data retention.
- **Policy enforcement support:** Tools and guidance to safely transition to p=quarantine and p=reject.
- **Multi-domain management:** Support for complex environments with multiple domains and third-party senders.
- **Integrated project guidance:** Built-in guidance and knowledge resources to simplify DMARC deployment.

4 Service Levels and Editions

Mimecast DMARC Analyzer is available in two editions:

Feature	Standard Package	Fundamentals Package
Active domains	5 / 25 / 50 / 100 / 250+	5
Inactive domains	Unlimited	Unlimited
Active users	Unlimited	3
Data retention	365 days	90 days
Monthly DMARC email volume	Unlimited	2,000,000
SPF delegation	Add-on	Add-on
Implementation services	Available as add-on	Not available
Managed services	Available as add-on	Not available

(Standard package capabilities based on Mimecast datasheet)

5 Onboarding and Implementation

The service is delivered as a SaaS platform with no on-premise infrastructure required. Implementation typically includes:

- Publishing DMARC DNS records for owned domains
- Automated collection of DMARC report data
- Identification and validation of authorised sending sources
- Configuration of SPF and DKIM alignment
- Progressive enforcement of DMARC policies

Where required, Quadris can provide implementation assistance as part of its support services.

6 Security and Compliance

Mimecast DMARC Analyzer is designed to support secure email practices and aligns with recognised security standards for SaaS delivery. The service supports organisations in meeting policy and assurance requirements related to email security, data protection and cyber resilience.

7 Service Management

The service provides continuous monitoring and reporting to support ongoing risk management. Alerts and dashboards enable rapid identification of anomalies, misconfigurations or emerging threats, supporting proactive security operations.

8 Quadris Support Model

Quadris offers two support models for Mimecast DMARC Analyzer, enabling buyers to choose the level of assistance that best fits their operational maturity and resourcing.

8.1 Option 1: Assisted Self-Managed Service

This option is suitable for organisations that wish to operate Mimecast DMARC Analyzer themselves, with access to expert support and guidance from Quadris.

Inclusions

- Initial onboarding guidance and knowledge transfer
- Named administrator support
- Configuration advice for DMARC, SPF and DKIM
- Best practice guidance for policy progression
- Support during business hours

Buyer responsibilities

- Day-to-day operation of the platform
- Review of reports and remediation actions
- DNS record management and email source validation

8.2 Option 2: Fully Managed Service

This option is suitable for organisations that wish Quadris to operate Mimecast DMARC Analyzer on their behalf.

Inclusions

- Full platform configuration and administration
- Ongoing monitoring and reporting
- Management of authorised senders and policy enforcement
- Regular service reviews and recommendations
- Incident support related to DMARC and email authentication

Buyer responsibilities

- Provision of domain and sender information
- Approval of policy changes where required

9 Support Responsibility Comparison

Activity	Assisted Self-Managed	Fully Managed
Initial service onboarding	R / A (Quadris guidance)	R / A (Quadris)
DMARC record publication	R (Buyer)	R / A (Quadris)
SPF & DKIM configuration	R (Buyer)	R / A (Quadris)
Identification of authorised senders	R (Buyer)	R (Quadris)
DMARC policy tuning & progression	R (Buyer)	R / A (Quadris)

Ongoing monitoring & reporting	R (Buyer)	R (Quadris)
Incident investigation & response	C (Quadris)	R (Quadris)
Platform administration	R (Buyer)	R (Quadris)
Service reviews & recommendations	C (Quadris)	R (Quadris)

R = Responsible, A = Accountable, C = Consulted

10 Exit Management

Quadris supports structured exit management to ensure continuity and risk mitigation at contract end or service transition. This includes:

- Handover of configuration documentation
- Export of reporting data where supported by the platform
- Knowledge transfer to the buyer or replacement supplier
- Support for orderly transition within agreed timescales

11 Pricing

Pricing is provided on a subscription basis and depends on the selected Mimecast DMARC Analyzer edition and the chosen Quadris support model. Pricing details are published separately in the Digital Marketplace.

