

# Virtual Mail Room Service Specification

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## API-Driven Email Service Specification

### 1. Service Overview

Virtual Mail Room Ltd (VMR) provides a secure, API-driven email communication service designed for the reliable delivery of transactional messages. The service enables organisations to integrate automated email delivery directly into their business systems using secure HTTPS APIs, without the need for browser-based access or local software installation.

The service is hosted within UK-based cloud environments and is fully managed by VMR. All platform updates, security patches, and resilience controls are applied centrally, ensuring consistent service levels and predictable operational performance. The service is designed for high availability, scalability, and controlled access, supporting time-critical transactional communications at scale.

### 2. Service Capabilities

The API-driven Email Service provides controlled, automated outbound email delivery with full operational assurance. Core capabilities include:

- Secure REST API for email submission and status retrieval
- Transactional email delivery (notifications, confirmations, service updates)
- Dynamic data merge and template-based content rendering
- Secure attachment handling
- Delivery status tracking (sent, delivered, failed)
- Audit logging and message metadata retention
- Rate limiting and usage controls per client
- UK-hosted processing and data storage

The service is designed for non-marketing communications and supports compliance with data protection and audit requirements.

### 3. Service Architecture

The service operates as a distributed, cloud-native platform with logical separation between API ingress, message processing, and delivery components. Requests are authenticated, validated, and queued for asynchronous processing to ensure resilience and consistent performance under load.

Processing components are deployed across multiple UK locations, with replication and controlled failover to avoid single points of failure. All data is encrypted in transit and at rest.

### 4. Secure API Access and Integration

Clients interact with the service exclusively through documented HTTPS APIs. Key integration features include:

- Token-based authentication and secure key management
- Structured JSON request and response formats
- Template configuration and dynamic data field support
- Attachment submission and validation
- Optional delivery status callbacks or polling

No end-user or browser-based interface is provided; the service is designed for system-to-system integration only.

### 5. Monitoring, Reporting, and Audit

The service provides operational visibility through API-accessible metrics and reports, including:

- Message volumes and processing timestamps
- Delivery success and failure rates
- Error and exception reporting
- Full audit trail of submitted messages and actions

Logs and metrics are monitored continuously to support service assurance, capacity management, and incident response.

## 6. Resilience and Business Continuity

The service is engineered for resilience using distributed deployment, queue-based processing, and automated recovery mechanisms. Daily backups are performed, and data is replicated across secure cloud storage. Planned maintenance is scheduled outside core hours and communicated in advance.

## 7. Security and Compliance

VMR operates certified management systems, including ISO 9001 and ISO 27001. Security controls include:

- Role-based access control and least-privilege administration
- Multi-factor authentication for management access
- Encryption of data at rest and in transit
- Continuous monitoring and vulnerability management
- Incident response and escalation procedures

All customer data is processed and stored within the UK

## 8. Data Retention and Exit Management

Message metadata, delivery logs, and retained content (where applicable) are stored for defined retention periods. At contract end, customers can export their data in open, machine-readable formats via the API or an agreed secure export process. Data is securely deleted following the agreed exit period.

## 9. Performance and Availability

- Target service availability:  $\geq 99.9\%$  per calendar month
- Asynchronous processing to support high-volume workloads
- Rate limiting to protect service stability
- Continuous monitoring and alerting

## 10. Support and Account Management

Customers are supported through structured onboarding, comprehensive API documentation, and remote technical support. A named account contact provides service oversight and coordination.

Support hours: Monday to Friday, 08:00–18:00

Support channels: Telephone and email

- Ticketing: All requests are logged and tracked to resolution

Additional support arrangements can be agreed for critical services or peak periods.