

Service Name

Amazon WorkMail

Service Overview

Amazon WorkMail is a secure, managed business email and calendaring service with support for existing desktop and mobile email clients. Users can access their email, contacts, and calendars using Microsoft Outlook, their browser, or native iOS and Android email applications. The service integrates with corporate directories and allows administrators to control data encryption keys and storage locations. Amazon WorkMail provides enterprise-grade security features including TLS encryption, multi-factor authentication, and data loss prevention while supporting Exchange ActiveSync protocol for mobile devices.

Key Use Cases

- **Enterprise email management:** Replace on-premises email servers with a fully managed cloud-based solution for business email and calendaring
- **Microsoft Exchange migration:** Migrate existing Exchange Server deployments to the cloud while maintaining interoperability with on-premises infrastructure
- **Hybrid email environments:** Enable bi-directional calendar sharing and unified global address books between Amazon WorkMail and on-premises Microsoft Exchange

Features

- **Email and Calendar Management:** Comprehensive email, contacts, and calendar functionality with 50 GB mailbox storage per user
- **Client Compatibility:** Native support for Microsoft Outlook, web browsers, mobile devices, and IMAP clients
- **Directory Integration:** Integration with AWS Directory Service, Microsoft Active Directory, and IAM Identity Center
- **Security Controls:** Data encryption at rest and in transit, mobile device policies, and remote wipe capabilities
- **Email Flow Rules:** Lambda-based email processing for filtering, content modification, and routing
- **Exchange Interoperability:** Bi-directional calendar sharing and unified address books with Microsoft Exchange
- **Mobile Device Management:** IT policy controls for mobile device security features and behavior
- **Email Journaling:** Compliance-ready email archiving and search capabilities for regulatory requirements

Value Proposition

Amazon WorkMail eliminates the need to manage on-premises email infrastructure while providing enterprise-grade security and compliance features. The service offers seamless integration with existing Microsoft environments through Exchange interoperability and Active Directory integration:

- Organizations benefit from pay-per-user pricing with no upfront costs, automatic scaling, and AWS-managed security updates
- The service provides strong data protection with customer-controlled encryption keys and data location control, making it ideal for organizations with strict security and compliance requirements

Service Integration

Amazon WorkMail deeply integrates with AWS Directory Service for user authentication and management, Amazon Simple Email Service (SES) for outbound email delivery, and AWS Key Management Service (KMS) for encryption key management. The service leverages AWS Lambda for email flow rules and content processing, Amazon CloudWatch for monitoring and logging, AWS CloudTrail for API audit logging, and Amazon S3 for event data storage. Integration with AWS IAM provides fine-grained access control, while Amazon VPC connectivity enables secure communication with on-premises resources.

Onboarding and Offboarding

Getting started involves creating an organization through the Amazon WorkMail console, adding an email domain, and setting up users either through new directory creation or integration with existing directories. Organizations can begin with a 30-day free trial supporting up to 25 users:

- The setup process includes DNS configuration for custom domains, user creation or enabling existing directory users, and configuring email clients
- Optional migration tools support transitioning from existing email solutions including Microsoft Exchange Server with full interoperability features

Getting Started Guide:

<https://docs.aws.amazon.com/workmail/latest/adminguide/howto-start.html>

Data Removal

Organization deletion is an irreversible process that permanently removes all mailbox data and associated resources. The process requires contacting AWS Support or using the DeleteOrganization API operation. Before deletion, organizations must remove any invalid Amazon SES rule sets and ensure Simple AD directories have no other AWS applications enabled. The deletion process includes options to retain or delete the associated directory and IAM Identity Center applications.

Backup/Restore and Disaster Recovery

Amazon WorkMail provides built-in resilience through AWS global infrastructure with multiple Availability Zones. Data protection includes automatic encryption at rest using unique keys per mailbox and AWS KMS integration. The service leverages AWS regional redundancy for high availability but does not provide explicit backup and restore capabilities for individual mailboxes or point-in-time recovery features.

Backup Capabilities

Amazon WorkMail does not integrate with AWS Backup service and does not provide traditional backup capabilities for mailbox data. The service relies on AWS infrastructure resilience and data replication across Availability Zones for data protection. Organizations requiring specific backup capabilities must implement third-party solutions or use email migration tools for data export.

Disaster Recovery

Amazon WorkMail does not integrate with AWS Elastic Disaster Recovery service. The service provides resilience through AWS multi-AZ infrastructure design with automatic failover capabilities built into the platform. Recovery relies on AWS regional infrastructure redundancy rather than explicit disaster recovery orchestration tools or services.

Recovery Objectives

Amazon WorkMail helps meet recovery objectives through AWS infrastructure built-in high availability and fault tolerance across multiple Availability Zones. The service provides automatic failover capabilities and leverages AWS global infrastructure for resilience. However, specific RPO and RTO metrics are not published, and recovery capabilities depend on AWS regional infrastructure rather than service-specific recovery features.

Service Constraints

Service Quotas:

https://docs.aws.amazon.com/workmail/latest/adminguide/workmail_limits.html

FAQ: <https://aws.amazon.com/workmail/faqs/>

Technical Requirements

Service Documentation:

https://docs.aws.amazon.com/workmail/latest/adminguide/what_is.html

User Guide: https://docs.aws.amazon.com/workmail/latest/userguide/what_is.html

API Reference:

<https://docs.aws.amazon.com/workmail/latest/APIReference/Welcome.html>

Pricing Overview

Please see the AWS UK G Cloud 15 Pricing Document accompanying this service in the Digital Marketplace.

Public Pricing: <https://aws.amazon.com/workmail/pricing/>

Cost Optimization

Amazon WorkMail offers straightforward per-user monthly pricing at \$4.00 per user including 50 GB storage with no upfront fees or long-term commitments. Cost optimization focuses on user lifecycle management with prorated billing for new users and full-month charges for terminated users:

- Organizations can minimize costs by carefully managing active user counts, utilizing the 30-day free trial for up to 25 users, and avoiding unnecessary journaling features which incur additional charges
- The service eliminates infrastructure costs associated with on-premises email servers

Savings Considerations

Primary cost savings come from eliminating on-premises email infrastructure maintenance, hardware refresh cycles, and dedicated IT staff for email system management. The pay-per-user model eliminates over-provisioning costs common with traditional licensing models:

- Organizations save on security management costs through built-in enterprise-grade security features, automatic updates, and AWS-managed infrastructure
- Migration from Exchange Server reduces licensing costs, and the service scales automatically without capacity planning investments
- Operational savings include reduced downtime costs and simplified disaster recovery compared to self-managed solutions