

OVERVIEW

In addition to filtering spam and virus traffic, Altman Technologies provides a greater depth of self-service functionality for the end user than any other provider of email security services. All customers are able to deploy the most appropriate interface for their user base, choosing between an advanced interface for power users, a simple level of access or zero access. Functions available allow users to control quarantined email, retrieve archived email, encrypt personal email and ensure business continuity in the event of disaster. The service allows organisations to empower its users with the most appropriate interface, allowing the user to reduce IT overheads and improve the user satisfaction and experience.

KEY FEATURES

- ✓ Different levels of interface for different end users
- ✓ Allows end users to view/release quarantined email
- ✓ Spam digest with release capability emailed daily
- ✓ Personal allow and deny lists
- ✓ End users can retrieve archived email (via optional archive service)
- ✓ Encrypt personal email - military grade (via optional desktop encryption service)

Datasheet

End User Self Service

Email Protection, Management & Compliance

DAILY SPAM REPORT

End users can be provided with a daily email report showing which of their emails have been stopped as spam and allowing the user to release specific emails. If allowed they can also add specific email addresses or domains to an 'allow list', thereby ensuring the receipt of all future emails from that sender. Combined with the adaptive spam filtering engines used, this approach removes any concern of false positives from users and email administrators alike.

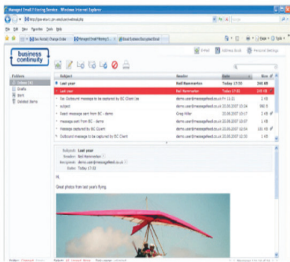
If a user has no spam on a particular day then they will receive no spam digest email on that day, avoiding cluttering their mailbox with an unnecessary email.

The end user daily spam report can also be configured to enable the listing of legitimate messages as a separate table. From this list, it is possible to deny certain senders, adding the sender address or sender domain to the deny list maintained in the service.

USER LOGIN PORTAL

If permission is granted a login portal can be provided for users offering greater control over filtered email. Organisations employing this self-service approach are able to lower IT costs and make their users more productive. Each user has a unique login, allowing them to search quarantined items, manage allow and deny lists, set filtering rules and retrieve archived emails. Administrators retain organisation-wide control of all filtering, ensuring that users cannot breach company policies.

BUSINESS CONTINUITY WEB MAIL CLIENT



An optional service that is available on tap, the Business Continuity service ensures that customers are able to access email via a feature rich web mail client, providing access to their corporate email through a secure web mail interface at all times.

Regardless of the status of a customer's mail server, the system will work from any PC, with or without a corporate VPN connection. The service re-synchronises with the user's corporate inbox once any disaster is resolved.

PERSONAL ARCHIVE SERVICE

Enabling users to quickly search and access data that has been sent or received via email increases productivity. This service delivers ultra fast and accurate data search and retrieval of remotely stored information via a client software plug-in or web browser.

Users can access any personal archived email via a simple, secure and intuitive web interface. Emails can be retrieved and delivered to a corporate mailbox via a Google-like search interface.

Alternatively, users can use a desktop icon which delivers a Windows-like search of the user's personal email archive from the Webroot remote, tamper-proof datacentres.

KEY BENEFITS

- ✓ Flexible self-service approach
- ✓ Reduce IT overheads
- ✓ Increased productivity
- ✓ Improve end user control over filtered email
- ✓ Reassures end users regarding false positives
- ✓ Administrators retain company-wide control
- ✓ Enables personalisation of a managed service

DESKTOP ENCRYPTION

This service allows desktop to desktop encryption while still also scanning email content for both viruses and policy rules within by the Altman Technologies Email Security Service. The user simply has an additional button alongside their send button, 'SEND PRIVATE' allowing encrypted mails to be sent to any recipient without requiring a decrypt key, via a Webroot downloadable reader tool.

END USER SYSTEM (SINGLE LOGIN)

Using a combination of the integrated LDAP and aliasing functions, users will receive a single uniform spam digest for all email accounts they hold at their company. The system will use the email addresses and aliases in the corporate directory held for that user and report on them all in one digest, treating the individual as a single email entity. The user login portal and web mail clients will also treat the user as a single entity.

This Single Login feature is driven through the LDAP interface on the Group level, completely automating the entire process. Using information stored within your directory relating to primary and secondary email addresses, the LDAP synchronisation agent can maintain an up-to-date set of user maps.

EVALUATION PROCESS

For further information please call us on 0113 273 0300 or email solutions@altman.co.uk.
 Two week free trial available.