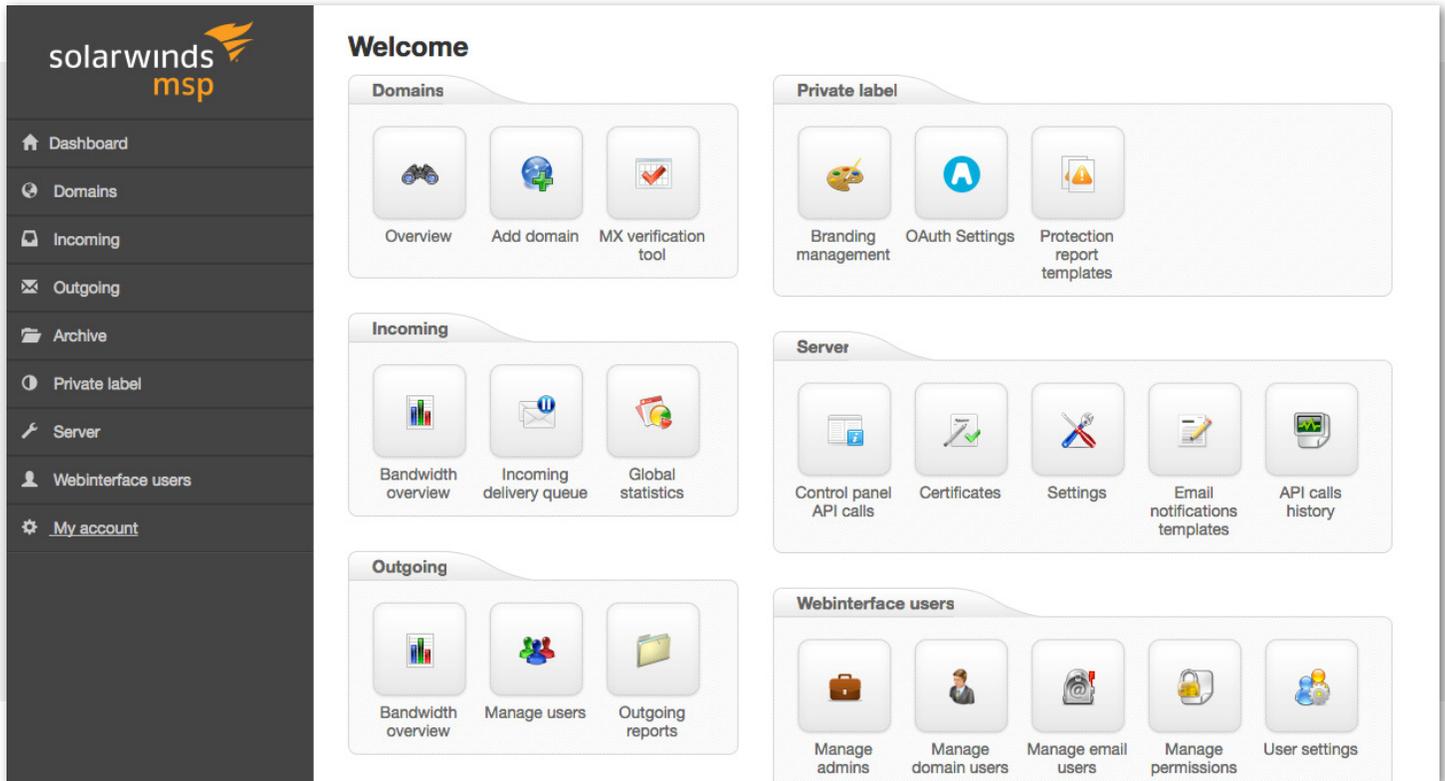solarwinds msp

SolarWinds Mail Assure

Email Protection & Email Archive

SolarWinds® Mail Assure™ provides best-in-class protection against email-based threats, such as spam, viruses, phishing, malware, ransomware, harvesting, and more. The systems are in sync with the central intelligence databases—core to the Intelligent Protection & Filtering Engine—and receive real-time pattern-based threat-recognition updates to help protect against emerging email-borne threats. Mail Assure offers protection for your customers' businesses at an affordable price. Moreover, Mail Assure offers the ability to brand the product offering.

The Mail Assure solution uses some of the most sophisticated malware detection and antivirus, anti-spam (AV/AS) technology, leveraging a constantly updated threat engine based on input from over 13 million domains added to the system—of which over two million domains are actively processing email per month. For example, if a new phishing attack arises in Brazil, it is added to the Mail Assure threat database, helping protect other users throughout the rest of the world. The threat engine incorporates the results of SMTP behavior and reputation checks, content checks, user input from quarantine management, and more.

TABLE OF CONTENTS

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CLOUD-BASED SERVICE HOSTING

Mail Assure is a cloud-based, SMTP-based, SaaS email filtering, email continuity, and email archiving solution that is globally distributed to help ensure email flow redundancy. This redundancy provides complete peace of mind for your clients' email security needs.

» **Filtering technologies**
  Filtering at the "Protocol level" and at the "DATA level" is differentiated. At SMTP level, internal systems perform extended reputation checks and scans are done to confirm validity of the email sender. After the "DATA level" is reached, the system will scan the email content and attachments of the message based on a combination of advanced statistical filtering technologies, spam fingerprint databases, antivirus and anti-phishing signatures and heuristics, as well as malware and ransomware detection.

» **Resource saving**
  Outside of the email security offered, the solution is designed to eliminate the need to stop spam and virus emails on your client's email infrastructure. This helps reduce the load and bandwidth on their mail server, in addition to reducing maintenance and support resources.

» **Monitoring and support**
  Mail Assure provides 24/7 monitoring and support of the Hosted Cloud.

» **Easy, user-friendly, multi-tier, multitenant, multilingual web interface**
  A user-friendly, multitenant web interface available in multiple languages provides functionality any type of user could want. It is easy, intuitive, and well- documented to help ensure users remain in full control over their email.

» **Fast development**
  Mail Assure has weekly release cycles to help ensure up-to-date functionality is available; protection against spam or malware outbreaks is in real-time.

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EMAIL PROTECTION

Designed to block spam and protect your clients from email-borne threats, Mail Assure provides email security solutions for both incoming and outgoing email filtering. Both solutions work out of the box, offer full control and are compatible with most email services and infrastructures. The solutions will help protect your clients against spam, viruses, phishing, malware, ransomware, and all email-borne threats. Blacklisting prevention is not only designed to secure your clients' IPs, but also their company's reputation, with outgoing filtering.

The Mail Assure solution's proprietary, self-learning technology learns from over billions of emails per annum, leading to an extensive anti-spam intelligence in its central database. Blocked mail is stored in a user-accessible quarantine, which may be queried with an extensive reporting/auditing function, and messages are viewed or released as required.

INCOMING FILTERING FEATURES

» Easy configuration: add domain(s), change MX records

» Multitenant web interface (admin, domain, and end-user access)

» Advanced log search functionality (including Email Scout Reports allowing you to create one-time or scheduled reports on results from your log searches, and automatic report configuration for new mailboxes)

» Quarantine management (web, IMAP, email-reporting based)

» Email continuity: access, read, and respond to queued emails, compose new emails

» Advanced domain and filtering settings management

» Auto-detection of mailboxes via SMTP

» Mailbox and alias synchronization via LDAP

» Free domain and email aliasing

» Whitelist and blacklist management

» Advanced filtering statistics

» Full fallback MX service included

» Extension and attachment blocking management

» Email size restriction autodetection or custom limit

» User and permission management

» SSL/TLS traffic encryption

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EMAIL PROTECTION (CONT.)

OUTGOING FILTERING FEATURES

» Configuration: per user/IP domain authentication

» Automatic mailbox detection, or synchronization via LDAP

» SMTP Smarthost deployment

» Multitenant web interface (admin, domain, and end-user access)

» Email continuity

» Automated user locking when suspicious behavior is detected, including optional
customizable administrator notification

» Automated abuse (complaint feedback loop) report generation and processing

» Advanced log search functionality (including Email Scout Reports allowing you to
create one-time or scheduled reports on results from your log searches)

» Advanced filtering statistics

» Advanced filtering settings management

» Advanced threat database

» Malicious attachment blocking

» Auto-detection of valid senders

» Optionally add DKIM signatures to outgoing emails

» Extension blocking management

» Email size restriction management

» User and permission management

» SSL/TLS traffic encryption

» Compatible with Office 365® and G Suite™

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EMAIL CONTINUITY

Mail Assure strengthens redundancy and continuity by adding a protective layer to email flow. When your client's destination email server is unreachable, the system allows access (read, compose, answer) to the emails stored in the queue until the email server is back online. This is designed to provide uninterrupted business continuity and productivity. Furthermore, adding a layer of outgoing email continuity helps ensure delivery of your client's outbound email to intended recipients.

» Web-based access to quarantined messages

» User-friendly web interface

» Accessible via mobile devices

» Immediate cutover

» Send new messages and replies via the web interface

» Web-based networking tools to easily diagnose issues with clients' servers or outgoing destinations

EMAIL SERVICE INTEGRATION

Mail Assure solutions can be seamlessly integrated with your email infrastructure by offering free integration with most webmail platforms and compatibility with nearly all email services. For services like Microsoft® Office 365 and Exchange™, Mail Assure adds an extra layer of security and helps ensure email continuity in the case of an outage.

» Extra, protective security layer for Office 365 and Exchange users

» Identity logging

» Support for Microsoft Exchange, Zimbra®, Postfix, Exim, G Suite, and Lotus® email servers

» Improved performance by reducing load and bandwidth on clients' mail servers

» Additional layer of transparency and control over email flows and filtering

DATA CENTERS & PRIVACY PROTECTION

Mail Assure uses a global network of servers, including data center locations in EU, Asia, UK and US to maximize network efficiency and minimize redundancy. Moreover, you have the ability to select a region of your choice for filtering, quarantine, and archiving.

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» Mail Assure traffic is encrypted to help ensure nobody can read the emails in transit. Mail Assure does not retain a copy of your legitimate emails on any server after successful delivery to the destination mail server (unless archiving is enabled).

EMAIL ARCHIVING

Beyond email security, Mail Assure offers integrated email archiving for backup and e-discovery. By archiving email on SMTP/MX-level, you help clients to meet regulatory retention rules and demonstrate compliance. The email archiving solution encrypts, compresses, and stores incoming and outgoing messages. The solution uses bank-grade encryption protocols to help protect the data, including Advanced Encryption Standards (AES) 256-bit encryption, while the messages are at rest and Transport Layer Security (TLS) protocols while messages are in transit.

Feature List

» Compressed, encrypted copy of all inbound and/or outbound emails

» TLS email encryption while in transit

» AES email encryption while in storage

» Import of existing/historic archive data

» Archive import/export functionality

» Custom storage period per domain

» Per-mailbox enabling and disabling of archiving

» Multiple storage locations

» Advanced content-based and attachment-based indexed search functionality

» Advanced (re)delivery management

» Optional per-email download functionality

» Per-domain archive retention management

» Fast archive search through logging

» Journaling support

» Web-based email and attachment viewing

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PRODUCT SPECIFICATIONS SUMMARY

DEPLOYMENT

» SMTP gateway, SaaS/cloud

» Fully redundant, global data centers (EU/US/Asia/UK)

» Encrypted archiving storage options in Europe, US, UK

» Automatic destination mailbox detection

SCALABILITY

» Automatic cloud scaling

» Automatic global load-balancing and failover security

FILTERING / ARCHIVING TECHNOLOGIES

» Filtering technologies on both "SMTP level" and "DATA level"

» RFC compliance

» Anti-spam, antivirus, anti-phishing, anti-malware, ransomware protection, and others

» Malicious attachment blocking

» Continuously updated AVAS protection

» Proprietary technology

» Unmatched data intelligence

» Heuristic and statistical engines

FILTERING CORRECTION MECHANISMS

» Worldwide database and intelligence synchronization

» Global and smart hierarchical correction learning based on user feedback

» Easy feedback via web interface, email, and add-ons

EMAIL PROTOCOLS SUPPORTED

» SMTP, SSL/TLS, SPF, DKIM, DMARC, DANE, BATV/PRVS, and more

» Email user authentication via LDAP (Active Directory® (Microsoft), OpenLDAP and Zimbra)

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PRODUCT SPECIFICATIONS SUMMARY (CONT.)

MAIL SERVERS SUPPORTED

» (SMTP) compatible with all mail servers (Exchange, Zimbra, Postfix, Exim, qmail, Lotus)

» Multi-tier, multitenant, multilingual web interface

» Access levels: admin, sub-admin, domain, and email user

» Customizable dashboard (i.e., color scheme, product logo, URL)

» Authentication against remote LDAP server (email user level)

» OAuth2 / OpenID Connect authentication (admin level)

» 2FA, optionally enforced

» Customizable password policies

» Manage privileges for different user levels

» Ability to access custom support, logout links

» HTTPS, including forcing, free certificate generation and management

» X-Frame-Options security customization

PLUGINS & INTEGRATION

» cPanel/WHM, Plesk®, Odin® APS 1.2/2.0, DirectAdmin, ISPSystem, MachPanel®, H-Sphere, iPortalis, SmarterMail™, WHMCS, Hosting Controller, Host Bill, Open-Xchange™, Zimbra and many more

» Reporting plugins for Outlook®/Thunderbird®/macOS® Mail, and more

» Public GitHub® repository providing add-on sources

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