

Continuity

Emergency Inbox

The emergency inbox gives automatic access to your email if your server fails or unexpected downtime hits, keeping business email fully operational at all times.

Features	Benefits
Instant and automatic activation.	Activated instantly and automatically, providing users with the ability to open, read, download attachments and reply to any email currently queuing.
Administrator control of Emergency Inbox user access.	Allows users to compose new emails and send them as if they were sent from their own, currently unavailable email server, so the recipient will never know your server's down or the organisation's having issues, which could have reputational implications.
Fast and easy web-access to all queued email.	Delivers quick restoration of sent and received email using the Emergency Inbox, to your primary system once it recovers.
Your customer will not be aware you have an email outage.	Restores messages to the email server with intact headers which can provide forensic data for Archiving & legal purposes.
30 days emergency inbox is available for users on all four packages.	

Instant Replay

With the ICXpress E-mail Security Instant Replay feature, end users can easily replay successfully delivered emails received in the last 30 days, which may have been wrongly deleted or accidentally removed from servers.

Features	Benefits
Instant Replay can replay any inbound email received in the past 30 days.	Can replay the delivery of any inbound email in the past 30 days.
Individual user access and ability to recover individual emails without the need for administrator action.	Allows administrator to provide a self-service option to any user who needs to recover individual emails.
Replaces the need for performing complex and risky Email Backup restores to recover a small number of messages.	Prevents administrators having to complete complex and risky Email Backup restores to recover a small number of messages.
Instant Replay covers the gap between when the last backup was completed up until the point of server failure, ensuring no emails are lost.	Covers the gap between when a last backup was completed successfully and all email which is received after this up until the point of server failure! A true insurance policy for your email.

Email Spooling

Email Spooling and Failover provides a comprehensive, extremely low-maintenance answer to your backup MX management needs. It preserves email metadata during an outage and delivers quick restoration of SMTP traffic to the primary site once recovery is detected.

Features	Benefits
30 Days Email Spooling Protection.	Is activated automatically without requiring any administrator intervention 24x7x365.
Instant and automatic activation.	Avoids burdening IT staff by automatically detecting and monitoring destination server availability and making correct decision when to invoke failover configurations.
Always-on SMTP Deferral, Failover & Queue protection.	Delivers quick restoration of SMTP traffic to primary site once recovery is detected, reducing system complexity.

Administrator access to control automatic failover order and status.	Provides a comprehensive, extremely low-maintenance answer to your backup MX management needs.
Quick, automatic reset to primary site.	

Archiving

Eliminate data storage constraints and meet legal and regulatory obligations with ICXpress E-mail Security Essential's 10 year cloud archive, which ensures businesses stay protected and compliant.

Unlimited Email Archive for up to 10 years +

Features	Benefits
Real-time envelope journaling for Exchange.	Instantly archive all inbound, outbound and internal messages which are received and are sent from your Microsoft exchange server. This protects the email metadata ensuring that all mail is actually archived at the point of origin and final destination.
Supporting Microsoft SBS, Exchange 2003,2007,2010, Hosted Exchange*.	Utilising our cloud infrastructure, ICXpress E-mail Security Essentials offers an unlimited storage archive with in-territory archiving, ensuring that our European customer's email is archived in the EU and our USA client's email is archived in the USA, thus supporting the requirements of the EU data protection directive.
Unlimited Storage.	ICXpress E-mail Security Essentials' super-fast indexing technology and message retrieval results offer the ability to retrieve, redeliver, forward or download email messages in seconds, even if the original email message was received 10 Years ago.
Up to 10 Years storage options.	Easily define an organisations retention policy, ensuring that email is never lost.
Territory-based Archiving.	Easily understand what messages are being searched for, including what actions are taken with each archived message such as exported, forwarded to or redelivered.
Instant retrieval of email messages up to 10 Years.	Archive an unlimited volume of email in the cloud with up to 10 years retention for a single fixed cost per mailbox per year.
Configurable Retention Policy.	Quick initial setup and zero on-going administration as there is no need to deploy, manage and upgrade expensive hardware, software and client plug-ins.
Detailed Email Archive logs.	Reduce local email stores thus improving server performance and shortening backup times.
Segregated and secure archive per customer.	Meets industry and legal compliance requirements for the storage of archived email.
Tamper Proof and off-site.	Unable to manipulate email content in anyway with the ability to extract a binary replica of an email message for legal purposes.

Search and Forensic eDiscovery

The ICXpress E-mail Security email archive comes with advance search capabilities for the super-fast and easy retrieval of a specific email or attachment type.

Features	Benefits
Purely hosted solution.	Powerful search functionality and scalable cloud-based processing resources, to deliver rapid results from multiple points of access anywhere in the world.
World-class search & legal discovery.	Support for multiple email servers to create one searchable off-site email archive.
Configurable Retention Policy.	Facilitates high availability option.
Easy to use Search Archive Audit log.	Easily understand what messages are being searched for including what actions are taken with each archived message such as exported, forwarded to, or redelivered.
	Easily detect and follow customer conversations and detect any previous agreement confirmed via email with little effort.

Management

Multi-level logins

The ICXpress E-mail Security Interface has been built to service the management needs of all our user types. From Distributors managing partners and customers to Resellers and Company admins requiring higher level and group controls, to granting end users the access to manage their own personal account settings.

Features	Benefits
User Level Access.	Allows each end user to access their own console - ability to manage personal email filters, Spam sensitivity settings, access personal Emergency Inbox directly and search consolidated email logs for their primary email address and all aliases. Additionally they have the option search their personal Email Archive.
Company Level Access.	As a Company Level Administrator, ICXpress E-mail Security Essentials enables this user-type to manage both the settings for the entire company as well as individual users separately. This level of user has access to manage email filters for the business, set spam sensitivity for the business or adjust it for individual users. Search company quarantine or locate messages for individuals. Nb. end-user Emergency Inbox access remains restricted to end-user only.
Channel Level Access.	Channel Administrator Access enables resellers to manage all their customer's settings, licensing changes, filters, logs and quarantine area, but keeps the end customer's email strictly private while facilitating this level of administration.
MSP Level Access.	MSP Level access provides the same access as that of a Channel Admin but with the extra ability to add and manage a Reseller (VAR) Channel of their own as well as managing direct customers.

Domain Management

From administrative level login and above, unlimited domains can be managed via the easy to use ICXpress E-mail Security console. Each domain can then be managed independently or as a group.

Features	Benefits
Supports Host Name & IP Address.	Administrators have self-service Domain Management by specifying new domains and matching destination servers – which can be set as a host name or Static IP address domain.
Multiple Domains with separate destinations.	No limit has been set to the number of domains that can be added under one organisation account.
Instant Failover.	Each registered domain can have a number of real-time failover server destinations. Once the primary destination becomes unavailable, ICXpress E-mail Security Essentials instantly attempts delivery to the real-time failover site and will automatically recover back once the primary delivery site becomes available once again.

Comprehensive and Instant Log Search

Email logs contain the email history of a user for a 30 day period. Users can quickly and easily search the email logs for both inbound & outbound filtered email including that of alias addresses imported from active directory or added manually.

Features	Benefits
Comprehensive Log Information.	Logs show summary status (delivered, blocked, quarantined, etc.) and detailed information of emails processed during the last 30 days, enabling comprehensive email management and troubleshooting. Emails can be quickly and easily reported as spam, released from quarantine, confirmed as delivered as well as being re-delivered to the user in their original form using Instant Replay.
Instantly Searchable Email Log.	Email details are searchable in the Email Logs immediately after being processed in the ICXpress E-mail Security cloud – again enabling instant email management and troubleshooting.
Individual Log Search.	Users are able to search their own email logs and use the Instant Replay feature to instantly re-deliver inbound emails to their inbox.

Active Directory Sync

Active directory keeps all functional users' information up to date by automatically syncing with the platform once every 24 hrs.

Features	Benefits
Synchronise user mailboxes and associated aliases.	ICXpress E-mail Security Essentials' Active Directory connector can connect to your local network and query the directory, returning active users and all corresponding email addresses belonging to them. Users are then registered within the ICXpress E-mail Security Essentials platform, replicating the active email accounts found and enabling management within a familiar directory layout.
Synchronise and filter functional accounts free of charge.	Import functional accounts such as Distribution Lists, email enabled Security Groups and Public Folders, allowing these accounts to be managed free of licence costs and separate to normal users on the platform.
Automatically updates once per 24hrs.	

ICXpress E-mail Security Service Packages

ICXpress E-mail Security is fully compatible with Microsoft Exchange, Office 365, Google G-Suite and is available through 4 tailored packages, created to meet the varied business needs, feature requirements and budgets of smaller enterprises.

	BEGINNER	BUSINESS	ADVANCED	PRO
SECURITY				
Anti Virus	✓	✓	✓	✓
Spam Filtering	✓	✓	✓	✓
Reporting	✓	✓	✓	✓
Content Filtering	✓	✓	✓	✓
Outbound Filtering	✓	✓	✓	✓
Impostor Email Protection	✓	✓	✓	✓
Data Loss Prevention		✓	✓	✓
URL Defense (Sandboxing)		✓	✓	✓
Attachment Defense (Reputation)		✓	✓	✓
Attachment Defense (Sandboxing)			✓	✓
Email Encryption			✓	✓
Social Media Account Protection			✓	✓
CONTINUITY				
Emergency Inbox	30 Days	30 Days	30 Days	30 Days
Email Spooling	30 Days	30 Days	30 Days	30 Days
Instant Replay		30 Days	30 Days	30 Days
EMAIL ARCHIVE				
Unlimited Storage				✓
Configurable Retention (up to 10 yrs) and Legal Hold				✓
Powerful Search and Discovery Tools				✓
End-user Search Access				✓
MANAGEMENT				
Multi-level logins	✓	✓	✓	✓
Domain Management	✓	✓	✓	✓
Email Logs	✓	✓	✓	✓
Active Directory Sync	✓	✓	✓	✓
Azure Active Directory Sync	✓	✓	✓	✓

Contact ICXpress today for more information

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