



LIBERATING TECHNOLOGY

UNCLASSIFIED

26/05/2016 v1.2

## Mimecast for Office 365 Service Description

Cobweb have partnered with Mimecast to offer email security, archiving and continuity cloud services with Office 365, providing businesses with a secure, scalable, cloud-based service that reduces the risk, complexity and cost traditionally associated with protecting email. Increase user adoption and accelerate deployment with a blended-cloud solution that integrates seamlessly with Office 365.

### 1. Introduction

Mimecast's security, archiving and continuity cloud services protect business email and deliver comprehensive email risk management in one fully-integrated subscription service. You no longer have to manage an array of disjointed point solutions from multiple vendors. And you mitigate single vendor exposure if you have moved your primary email server to the cloud with services like Microsoft Office 365.

Mimecast for Office 365 provides comprehensive coverage with multi-layered, multi-vendor protection, including defence against spear-phishing and advanced persistent threats for peace of mind.

#### Mimecast Services for Office 365 provide:

- **Comprehensive security coverage with multi-layered, multi-vendor protection**, including defence against spear-phishing and advanced persistent threats for peace of mind
- **Mailbox level compliant archiving for an independent, verifiable backup of email data** that supports legal hold, e-discover and recovery
- **Protection against service outages** for uninterrupted employee email access via Outlook for Windows, Mac, mobile apps and web portal
- **Faster migration from on-premise systems** like Exchange with **cloud mailbox archiving** and message routing

### 2. Microsoft Office 365

Office 365 is a cloud-based service that is designed to help meet your organisation's needs for productivity, reliability and robust security. Office 365 fits the way you work today and tomorrow. Office 365 offers a range of plans to suit your business needs. Work on-the-go with the latest Office applications, creating, editing and sharing from virtually any device with anyone in real time.

Connect with your customers and colleagues with a range of communications tools, from email and IM to social networking and video conferencing. Share files with people in or outside your company, from wherever you're working with OneDrive. With 1TB of storage per user, you'll have plenty of space for all your work. And multi-party HD video, content sharing, and shared calendars, you'll always be in sync with your team.

At Cobweb, we offer our customers the same reliable business plans that are available through Microsoft, except we provide UK-based 24/7 support with all plans. Cobweb are proud to have

been awarded Cloud Solutions Provider (CSP) status by Microsoft in 2014 and have since become the largest CSP specialising in Office 365 in the UK. This recognises our expertise in providing comprehensive support to our Office 365 customers and reassures new customers that their business is in capable hands.

## 2.1. Office 365 Plans

Cobweb provide and fully support all plans, or a mixture of plans for your organisation including:

### Core Plans

Business	Business Essentials	Business Premium	Pro Plus	E1	E3	E5
✓	✓	✓	✓	✓	✓	✓

### Standalone Plans

Exchange Online 1/2	Exchange Online Kiosk	Enterprise Kiosk/K1	SharePoint Online 1/2	Skype for Business 1/2	OneDrive for Business 1/2	Yammer Enterprise
✓	✓	✓	✓	✓	✓	✓

## 2.2. Office 365 Integrated Services

In addition to Office 365 Plans, Cobweb can also provide and fully support a number of integrated services that compliment or build on the functionality of Office 365 including:

Service	Description
Advanced Email Encryption	Enables professionals to send, receive and track confidential email and attachments on any device, anytime, anywhere
Global Relay Archival	IMAP Server Level journaling for Message archiving, monitoring, E-discovery and compliance complete with an admin-led tamperproof archive
Hybrid Lync Enterprise Voice	End to end unified communications solution for HD voice
IBM Softlayer	Cloud infrastructure as a service from a number of data centres and network points of presence around the world.
Microsoft Azure	Open, flexible, enterprise-grade cloud computing platform
Microsoft CRM Online	Empower your business to get the most out of every lead and opportunity. Reduce costs, increase profitability, identify and win new customers, delivering even better experiences.
Microsoft Intune	Providing mobile device management, mobile application management, and PC management capabilities from the cloud
Microsoft Power BI Pro	Transforming your company's data into rich visuals for you to collect and organize
Microsoft Project	Providing easy collaboration capabilities to quickly start and deliver winning projects
Microsoft Visio	Diagramming solution to simplify and communicate complex information
Mimecast	Mimecast Secure Email Gateway uses sophisticated, multi-layered detection engines and intelligence to protect email data and employees from malware, spam, advanced threats and zero-day attacks.

### 3. Control Panel administration for Office 365

Administration is provided through the web-based 'Cobweb Control Panel' self-care administration portal. Functionality available to customer administrators through the 'Cobweb Control Panel' includes:

- Add new users | edit existing users | reset user passwords

### 4. Service Access

A single administration console provides access to all functionality, including eDiscovery searches, retention policy settings, user management and litigation hold requests. Email is sent securely and held at our UK data centres, where multiple copies of the email data as well as all-important transactional metadata are kept.

End users are empowered to search their personal archive via Microsoft Outlook and the Mimecast Personal Portal, for complete convenience, even when they're away from the office, via smartphone. Simply download mobile Apps for anytime remote archive access (for Android and iOS as well as BlackBerry (via BlackBerry Enterprise Server).

- Single web-based administration portal
- Manageable content viewing rights for administrators
- Audit log of administrator access and activity

Once the service has been provisioned, any changes that are made to settings that results in loss of service may result in a Professional Service charge to rectify.

Please note: Mimecast must be deployed across all user mailboxes.

### 5. Usage

#### 5.1. Permitted user allowance

Customer is allocated a monthly acceptable use of the lesser of:

- 5.1.1. 2500 external emails times the number of Permitted Users. For example: 200 Permitted Users could yield up to 500,000 external emails per month; or
- 5.1.2. 250MB of transmitted data times the number of Permitted Users. For example: 200 Permitted Users could yield up to 50GB of transmitted data.

Customer subscribing to a product including journaling is allocated an additional monthly acceptable use allowance of the lesser of:

- 5.1.3. 1000 internal emails times the number of Permitted Users; or
- 5.1.4. 100MB of transmitted data times the number of Permitted User.

#### 5.2. Over-usage

If in any calendar month the customer exceeds any of the allowances defined above, the customer will be charged an over-usage fee. The over-usage Fee is calculated by dividing the excess email and/or byte count by the appropriate permitted user allowance, the resulting number will be multiplied by the monthly permitted user total service fee (one twelfth of the then current annual fees except the technical support service fee). Customers will be notified at the end of each calendar quarter for any over-usage fees.

## 6. Platform

Cobweb's Mimecast and Office 365 service is fully compliant and secure. The granular email policy management provides complete regulatory compliance. Stored messages are encrypted and tamper-proof for security and evidence-quality legal protection.

- Unrivalled integration with Office 365
- Anywhere, anytime access to archive with a near real-time search
- 100% uptime guaranteed

## 7. Security

If the Mimecast journaling service has been purchased, all applicable data is stored in a highly secure offsite, cloud-based email archive. Archived data is encrypted with highly secure industry standard encryption algorithm namely AES256. Each Mimecast customer is assigned a unique encryption key, generated using a FIPS 140-2 compliant crypto library, and used to encrypt and decrypt their archived data.

With 100% virus protection and 99% spam protection, you can rest easy knowing your data is safe and secure. Multi-layered malware protection to ensure your data remains shielded from known and zero-day threats.

Our ISO 27001 and 9001 accreditations provide the reassurance that we'll keep your data confidential, safe and secure, ensuring it's available when you need it.

## 8. Data ownership

At all times the data stored within Mimecast is the property of the customer. If the service is terminated, the data can be provided to the customer on portable digital media, subject to a professional service charge.

### 8.1. Data retention

An Administrator has the ability to specify how long the records should be stored in the Mimecast platform.

## 9. Cancellation

From the purchase date of Mimecast and Office 365 you will enter into a 12 month contract. You are able to cancel your Mimecast and Office 365 service by giving 30 days notice in advance of the expiry of the initial 12 month period or any subsequent anniversary of the expiry of the 12 month term. Upon notice being given your Mimecast and Office 365 service will terminate on the expiry of the initial 12 month period or an anniversary thereof. Notice of cancellation may be sent to [finance@cobweb.com](mailto:finance@cobweb.com).

## 10. Service level agreement

All service level guarantees are based on service monitoring data collected over whole calendar months.

For information on Cobweb's service level agreement and guarantees, please [follow this link](#).

For information on Mimecast's service level agreement and guarantees, please [follow this link](#).

For information on Office 365 service level agreement and guarantees, please [follow this link](#).

The Cobweb support team will be pleased to direct you to the appropriate document.

## 11. Support

Cobweb works closely with Mimecast to ensure we provide support and incident resolutions as quickly as we can. Details on the target response times for Mimecast and Office 365 can be found below. If an incident occurs with your service, please contact the Cobweb support team who will be pleased help.

### 11.1. Support hours

Office 365 is supported 24/7 via the Email and Online Support Form for all severities and, in addition, by telephone for Severity 1 incidents.

- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2, 3 and 4 incidents will be progressed during core hours of business – including service set-up/configuration with ‘Cobweb Control Panel’ and billing support by telephone
- Access to administrator support is for two named company administrators per customer account
- Core Hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK public holidays

Cobweb shall acknowledge via email to the designated customer administrators the receipt of all calls or emails to the support service and include an incident reference number. It is the responsibility of the customer to keep the nominated customer administrators contact details up to date. Severity levels shall be determined by the customer, acting responsibly.

To find information on target response times for incidents involving Office 365, please [follow this link](#).

### 11.2. Mimecast support hours

To find information on target response times for incidents involving Mimecast’s Archiving and Email Security service, please [follow this link](#).

## 12. Service details

A rich set of cloud services are available from Mimecast and Office 365. There are a range of plans designed to suit varying business needs. For further details please contact the Cobweb Sales Team.