# ContentCatcher®
## Email Security for Business

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ContentCatcher®, compatible with Microsoft Office 365, is available through 4 tailored packages, created to meet the varied business needs, feature requirements and budgets of smaller enterprises and channel partners.

| | BEGINNER | BUSINESS | ADVANCED | PRO |
|---|---|---|---|---|
| **SECURITY** | | | | |
| Signature-based Anti-Virus | ✔ | ✔ | ✔ | ✔ |
| Spam Filtering | ✔ | ✔ | ✔ | ✔ |
| Reporting | ✔ | ✔ | ✔ | ✔ |
| Content Filtering | ✔ | ✔ | ✔ | ✔ |
| Outbound Filtering | ✔ | ✔ | ✔ | ✔ |
| Zero Hour Threat Detection | ✔ | ✔ | ✔ | ✔ |
| Imposter Email Detection | ✔ | ✔ | ✔ | ✔ |
| URL Defense | | ✔ | ✔ | ✔ |
| Attachment Defense | | ✔ | ✔ | ✔ |
| Data Loss Prevention (DLP) | | ✔ | ✔ | ✔ |
| Advanced Attachment Defense | | | ✔ | ✔ |
| Email Encryption | | | ✔ | ✔ |
| Social Media 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 |
| **ARCHIVE** | | | | |
| Configurable Retention (up to 10 years) and legal hold | | | | ✔ |
| Search and eDiscovery | | | | ✔ |
| Unlimited Storage | | | | ✔ |
| End User Search Access | | | | ✔ |
| Tamperproof and Offsite | | | | ✔ |
| **MANAGEMENT** | | | | |
| Multi-level logins | ✔ | ✔ | ✔ | ✔ |
| Domain Management | ✔ | ✔ | ✔ | ✔ |
| Email Logs | ✔ | ✔ | ✔ | ✔ |
| Active Directory Sync/Azure Active Directory Sync | ✔ | ✔ | ✔ | ✔ |

# Features and Benefits Guide

## Continuity

### Anti-virus

ContentCatcher®'s own threat detection technology enables our email Anti-Virus to provide customers with an unrivalled protection from viruses and other email-borne threats. Our sophisticated anti- virus engines operate at the highest levels of accuracy, performance and effectiveness, blocking all known viruses. Heuristic scanning additionally discovers and protects against currently unknown viruses for added security and reassurance

| Features | Benefits |
|---|---|
| Multi-layered antivirus protection in the cloud. | Provides effective defense from viruses and manages threats away from your network with no hardware or software required. |
| Proactive heuristic predictive technology combats evolving virus threats. | Protects users from unknowingly following links to malware-bearing websites. |
| 100% virus protection against known Viruses (see Zero-hour outbreak for greater protection). | Provides visibility, accountability and confidence in the service's effectiveness. |
| Language independent engine. | Protection against Phishing, Spear phishing and Spoofing attacks. |
| | Proactive monitoring centrally updated every second. |
| | Lowest tolerance for False Positives in the industry. |
| | Updates in real time offer protection against new and breaking attacks. |

### Spam Filtering

Powered by the patented ContentCatcher® MLX machine learning technology, ContentCatcher® spam and phishing technology efficiently filters millions of possible attributes in every email. This advanced level scanning protection accurately filters emails by examining envelope headers and structure, content, email sender reputation, images and more, to prevent spam emails, malware,

| | |
|---|---|
| Consolidated User Quarantine digest email with per-email options to "Release Email" or "Release Email & Whitelist Sender. | Users can receive a summary digest at regular intervals (every 4 hours) to review quarantined email across all of their email addresses and aliases. |

other malicious email and attachment based spam reaching inboxes.

| Features | Benefits |
|---|---|
| Backed by a comprehensive Service Level Agreement covering over a 99% spam capture rate. | Offers peace of mind and guaranteed performance allowing users to focus on their business. |
| Multi-layered protection providing effective defense from spam with threats managed outside your network. | Saves time, costs and resources normally wasted on a daily basis dealing with unwanted email. |
| ContentCatcher®' machine learning technology detects and combats new spam threats in real time. | Protects corporate bandwidth for web, VoIP and other critical systems. |
| Individual / group level and companywide spam sensitivity settings available. | Delivers effective Anti-Spam protection against new and emerging spam techniques. |
| Dashboard, summary, detailed and scheduled reporting to keep users informed on spam levels and quarantined mail. | Provides visibility, accountability and confidence in the service's effectiveness. |

## Reporting

Flexible online reporting dashboards and detailed email reporting available with one click for insightful management control.

| Features | Benefits |
| --- | --- |
| The stats section of the website enables partners to get a high level overview of the current state of their customer accounts. | Reporting enables partners to quickly and easily monitor and access the types of results and information relevant to them and their customers. |
| Partners are able to save particular statistics to favorites, in order to run specific reports, relevant to their accounts on a regular basis without having to setup each time. | If you wish to monitor a customer's domain usage, you can choose to display the top used domain and the number of clean, spam or virus emails that have been sent, attempted to be sent or blocked to and from this specific domain. |
| Additionally the system offers the ability to download results to pdf or excel and send to an email address. | Reporting helps monitor customer usage and potential rogue users. |

## Outbound Filtering

Outbound filtering ensures all email sent via the ContentCatcher® platform is free from viruses, malware and other malicious content

| Features | Benefits |
| --- | --- |
| Outbound Virus and Malware Protection. | Provides secure protection against sent emails which could damage an organization's reputation or the security of the message recipient. |
| Message Traceability - Customers can view whether an email has been delivered successfully or been bounced, delayed or rejected. | Protects SMEs from legal ramifications with message traceability and bespoke disclaimers. |
| Organizations are able to add a disclaimer to all outbound email. | |

## Content Filtering

ContentCatcher® intelligent email Content Filter service enables organizations to use a flexible rules engine to enforce email communication policies:

| Features | Benefits |
| --- | --- |
| Policy-based approach designed to detect confidential or inappropriate text-based email content. | Provides advanced security for organizations, protecting against email borne threats. |
| Comprehensive, highly flexible and intuitive filter processes. | Provides visibility, accountability and confidence in business email exchange. |
| Scanning within email header, subject and body. | Ensures employees are not jeopardizing the security and reputation of the business. |
| Detects a large variety of attachments including Microsoft® Office, PDF attachments, compressed file types, executable (EXE) and all major media types. | |
| Creation and enforcement of an acceptable use policy. | |

## Zero Hour Outbreak

This feature instantly protects users against new, unknown email threats as soon as they arise, so you know that your inbox is always secure.

| Features | Benefits |
| --- | --- |
| Immediate Malware Protection. | No need for broad file-blocking policies. Safe files flow freely, only malicious attachments are blocked. |
| Defends against new outbreaks before AV vendor updates. | IT managers can relax even when the next big worm attacks knowing they're already protected. |
| | A fully automated real-time solution; zero administration intervention required. |
| | Plug the gap between new virus variant releases and the availability of signatures provided by AV vendors. |

## URL Defense

Leveraging the advanced power of Targeted Attack Protection, ContentCatcher®'s Industry Leading email analysis solution, to provide small to midsized enterprises with URL Defense, the only service that effectively detects, catches and analyses malicious URLs.

| Features | Benefits |
| --- | --- |
| Predictive Analysis: ContentCatcher® uses Big Data techniques and machine learning heuristics to predictively determine what 'could likely' be malicious, and take pre-emptive steps before any user clicks on it. | Proactively identifies threats and minimizes clean-up for incident response teams by catching malicious URLs before users click and get infected. |
| Advanced Malware Detection: ContentCatcher® uses sophisticated techniques to evaluate advanced threats that are traditionally missed by signature-based and reputation-based solutions. | Cloud scale and elasticity for malware analysis with global and immediate benefit to all organizations for emerging campaigns, with proprietary technology to defeat malware through counter-evasion techniques. |
| Real-time Dynamic Analysis: ContentCatcher® enables the solution to provide protection on any device, at any time, from any location, by following the email and checking for the URL destination's safety in real-time. A frequent technique used by hackers has been to drive recipients to click on a link directing them to a website which is initially harmless but turns malicious after a period of time. | Enables security controls to persist, even if users are off the corporate network and bypassing on-premise security controls. |

## Attachment Defense

Leveraging the advanced power of Targeted Attack Protection, ContentCatcher®'s Industry Leading email analysis solution, to provide small to midsized enterprises with Attachment Defense to effectively detect malicious attachments.

| Features | Benefits |
| --- | --- |
| Intelligence gathered by the dynamic malware analysis is used to identify and block malicious attachments that are designed to evade traditional security solutions. | Cloud scale, visibility and elasticity for malware analysis with global and immediate benefit to all organizations for emerging campaigns, with proprietary technology to defeat malware through counter evasion techniques. |
| Leverage Big Data techniques to build statistical models to provide predictive analysis. | |
| Cloud Architecture: Billions of messages traverse the ContentCatcher® cloud every day, providing global visibility and early protection for emerging threats. | |

## Data Loss Prevention (DLP)

Block Data Loss and Comply with Regulatory Policies.

| Features | Benefits |
| --- | --- |
| Block data loss with a user-transparent, centrally based, policy driven data loss prevention filter. | Users simply send email, and the appropriate action is automatically taken. |
| DLP Dictionaries and Smart Identifiers provide automatically updateable policies for lowest administrative cost and highest accuracy. | Always know where your private or proprietary data resides—including intellectual property, personal identification, patient information, financial information, and more—so you can simplify discovery, and quickly evaluate the data in order to make an appropriate response to any issue. |
| Customize policies with point-and-click ease. | |

## Email Encryption

Purpose built to help small and medium enterprises reduce the potential negative impacts of data loss by automatically encrypting email.

| Features | Benefits |
| --- | --- |
| Organizations can create filters that automatically identify outbound emails that should be encrypted. | Email Encryption is ideal for any organization that needs to protect sensitive data, while still making it readily available to appropriate affiliates, business partners and end users—on their desktops and mobile devices. |
| End-users can trigger encryption by using a predefined tag in the email subject line. | If sensitive data is identified, the email is automatically encrypted. In this way security is maximized, without impacting end-users. |
| Internal users, including the original sender and internal recipients can compose, read and respond to all encrypted emails in their inbox. | All encrypted emails time out after 15 days and are removed from the service, ensuring that sensitive data is not retained for longer than necessary. |
| External users must use Secure Mail (web-based interface) in order read and respond to encrypted emails they have been sent. | |

## Social Media Account Protection

Advanced Protection for your Social Media Accounts.

| Features | Benefits |
| --- | --- |
| ProfileLock continuously monitors for unusual posting patterns and unauthorized profile changes that signal your account may have been hacked. | Safely grow your social media presence. |
| Social Media Account Protection automates the content and security moderation process so you can apply your scarce resources to other social media marketing activities. | Ensure that your customers and followers are not subjected to malicious or inappropriate content posted to your social sites. |
| Control the applications that can access and publish content across your social networks. | Automatically enforce policies that automatically detect, notify, and remediate threats to your accounts. |
| Simple, click-and-comply policy controls combined with detailed reporting to ensure compliance with industry regulations and corporate governance mandates. | Achieve compliance with industry regulations. |

# 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 organization'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 ContentCatcher® Instant Replay feature, end users can easily replay successfully delivered emails received in the last 30days, 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 and administrative headaches. |

| | |
|---|---|
| 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 ContentCatcher®'s 10-year cloud archive, which ensures SMEs 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, 2013 2016, Hosted Exchange*. | Utilizing our cloud infrastructure, ContentCatcher® 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. | ContentCatcher®' 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 organizations 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 eDiscovery

The ContentCatcher® email archive comes with advance search capabilities for the super-fast and easy retrieval of a specific email or attachment.

| 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 ContentCatcher® 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 where they have the ability to manage personal email filters, Spam sensitivity settings, access their 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, ContentCatcher® 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 ContentCatcher® console. Each domain can then be managed independently or as a group.

| Features | Benefits |
|---|---|
| Supports Host Name & IP Address. | Administrators have the ability to avail of 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 organization account. |
| Instant Failover. | Each registered domain can have a number of real-time failover server destinations. Once the primary destination becomes unavailable, ContentCatcher® 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 the 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 ContentCatcher® 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 your functional users' information up to date by automatically syncing with the platform once every 24 hrs.

| Features | Benefits |
|---|---|
| Synchronize user mailboxes and associated aliases. | ContentCatcher®' 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 ContentCatcher® platform, replicating the active email accounts found and enabling management within a familiar directory layout. |
| Synchronize 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 license costs and separate to normal users on the platform. |
| Automatically updates once per 24hrs. | |