

## E-Filtering



With Email communication now a business critical application, it needs to be reliable, available and secure. For any business, any size, your key objectives will be:

- High Availability -Virus and spam control are vital for ensuring dependable continuity of communications.
- Reducing Costs – Managing costs which include the expense of storing spam and resource.
- Minimising Risk – To protect your reputation, it's crucial to ensure information contained within email is properly controlled, archived and managed.
- Ensuring Compliance – Data protection, Freedom of Information, Human Resources Policies and other legislation are putting growing pressures on business resources.
- Facilitating Access - receiving email from multiple locations.

### Impact on the Business

Failure to address email issues can harm your business and your reputation:

- Downtime can result in lost business, poor customer service and affect your good name.
- When email systems are not managed carefully, costs soon spiral. Accumulating spam can push data storage costs up exponentially, while your resources are also being diverted to manage ever increasing demands.

- The damage that can result from inappropriate content or viruses is too serious to do nothing.
- Without a managed service, the potential for legal or legislative implications increases.
- Customers, vendors, suppliers and partners expect business email, no matter where they are based. Email that cannot follow the user is just not fully effective.

### Business Requirements

To manage your email safely and effectively, you need:

- An always available, efficient, reliable and predictable email system.
- A specialist resource dedicated to oversee spam and virus management, enabling your existing team to focus on core business activities.
- A risk mitigation system which deliver and receives "wanted" email on time every time, clean and virus free.
- Excellent record keeping around emails and the data held within. At all times, security of information is crucial.
- Anywhere, anytime access to email.
- And all without investing in extra in-house staff, time, or costs. A highly expert resource is just the job.

## The Capita E-Filtering Solution

We help you stay on top of your email communications through:

- A hosted email service using the latest technologies to ensure the required service levels are achieved consistently. For example: web mail for mobile users or to assure continued access during a business continuity incident.
- Scanning of all mails and seamless spam filtering before they are forwarded to you, reducing the cost of storage and management.
- Filtering logs accessible for you to review, so you stay in control.
- Assistance with compliance. We provide archiving of incoming and outgoing emails, an audit trail to aid troubleshooting, and tracing or "proving" email delivery or receipt (Real-time & historic reporting). A fully encrypted service guarantees security.
- Access to clean, filtered email at all times.

## Benefits of the Capita E-Filtering Solution

With Capita Managed IT Solutions managing your email, you're assured an available, secure and safe mail service whenever you need it. The costs are affordable, always predictable, and do not require any investment in security or email systems. And because viruses and unwanted email are filtered before being forwarded, your email requires less bandwidth, resulting in greater speed and efficiency for all company communications.

What's more, our service enables you to monitor and trace how the service is being used, so you can enhance effective communications even further. Capita has even thought about keeping you connected in the event of disaster. Our Disaster Recovery archives incoming and outgoing emails. Your reputation can rely on your email service, so Capita leaves nothing to chance.

"We required an efficient, secure email filtering service to protect this mission critical communication tool and that was commercial effective. The email filtering service provided by Capita / Webroot Saas (formally Email systems) provided an award winning filtering and archiving service. As no hardware or software is needed the setup process was completed within 24 hours. The Advanced spam and virus detection technology along with the real time management functions of the system has freed up Administrator time as well as bandwidth". Childcare Trust, Scotland.

