

# Employee productivity enhancements from Mimecast

Mimecast Services for Outlook (MSO) provides unparalleled power and flexibility to employees, whilst retaining centralized control for administrators.

## Business needs

Most organizations are already embracing cloud-based email and collaboration technologies as a means to realize cost savings. This enables internal support resources to be allocated to more strategic projects geared at winning customers or increasing revenues. However, moving to the cloud should not be at the expense of agility and granular control of enterprise features.

Today, employees embrace the ability to manage more technology than before. Workers are more familiar with IT and expect self-management of issues that previously required a support call. Such features, if endorsed by the IT management function, can reduce strain on support resources and reduce turnaround times.

## Business challenges

Making a move to the cloud is not always easy, and organizations typically have to consider a variety of factors carefully. Incorrect technology choices can lead to a loss of centralised control, which can complicate corporate governance processes.

Introducing too many new interfaces can reduce uptake as users rally against increased complexity and change. Conversely, users more familiar with technology often request capabilities they are familiar with in their personal capacities, either accelerating or frustrating IT decisions.

This requires a fine balance – users should be sufficiently empowered, within the bounds of governance. Insufficient empowerment can lead to users adopting their own technologies.

## Technical challenges

IT administrators are challenged by the opposing forces of user demands and business needs. Employees want consumer-centric productivity tools while corporate structures demand compliance with relevant legislation and operational frameworks. IT budgets can restrict the opportunity to innovate.

While cloud computing has promise to alleviate certain issues, not all providers will ensure integration with appropriate internal systems and controlled user feature enablement. Also, cloud providers that only make their systems available through browsers may encounter adoption resistance as users have to depart from familiar interfaces.

A blend of cloud capability, aimed at users but controlled centrally is paramount.

## Fast facts

- Employees enjoy unparalleled archive features including search & folder-browsing
- Email users can restore deleted emails themselves
- Uninterrupted email access in Outlook during email server outages
- Email users can apply encryption to outgoing emails
- MSO dovetails with Microsoft software deployment and authentication systems
- Flexible MSO feature assignment, leveraging investments in Active Directory



“With ever more importance being attached to data security, it will be great for our end users to be able to choose to encrypt their emails ad hoc ...” Balmbro added. “We also believe that allowing employees to check their own spam queues and release messages should they wish will mean fewer calls to our Service Desk team, helping to increase productivity both for our IT department and our end users.” — *Chris Balmbro, IT Services & Support, Knight Frank*

## Mimecast solution

While email management is simplified when implementing Mimecast, support for the end-user is not entirely eliminated by default: users may continue to request assistance for a variety of tasks. Mimecast is the only email management company to provide a set of rich features to the end user for self-fulfilment of requests.

Mimecast Services for Outlook (MSO) provides a tight integration between Microsoft Outlook and the richness of the Mimecast cloud offering. This feature can be deployed and managed centrally, but promotes key productivity tasks to the end user.

Users enjoy the ability to interact directly with their personal archive. Via a powerful query builder system, users can search for or browse through historical emails and folders. Emails can be re-imported into the Inbox, even if deleted previously. Users can find emails they are looking for themselves, without delegating archive access to another resource, which may be risky.

When composing emails, users may need to specify security or attachment settings. Mimecast is the only email management solution that enables email users to specify security settings per email. Historically, the IT administrator would have to define and configure content policies.

Outlook's connection with Exchange could be broken due to planned or unplanned issues. MSO can automatically detect an outage, download incoming emails to Outlook and enable email sending. Alternatively, the administrator can centrally enforce continuity delivery mode. Employees can continue to work, and corporate security and retention policies remain intact, even during outages.

Recognizing the need for control, the IT administrator is empowered with a rich set of policies to define how each user interacts with Mimecast, so that corporate governance policies are not breached. Each Mimecast customer can achieve the optimum balance between centralized control and employee self-empowerment.

## Key benefits

- Email users self-service key email tasks, reducing load on IT support
- Knowledge work simplified through rich archive search and folder browsing
- Centralized administration for feature enablement, supporting corporate compliance
- Automatic, transparent email continuity ensures productivity and enforces data security policies
- Automated deployment & management through existing Microsoft software deployment technologies

## About Mimecast

Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity and archiving. This suite of services provides total end-to-end control of business email, while minimizing risk and reducing both cost and complexity. Founded in 2003, Mimecast serves thousands of customers worldwide and has offices in Europe, North America, and Africa.