RMail Gateway

Security & Compliance, Automated

RMail Gateway: Security Automated

RMail Gateway makes it easy to automate encrypted email with no changes to sender processes, no training needed for senders, and the industry leading RMail encryption experience for the recipient. Simply enable any email system or application with a smart host.

In today's environment of evermore sophisticated hackers and privacy regulations, ensuring privacy compliance has become essential and more complicated.

With a need to send more messages encrypted, the user experience <u>at the recipient</u> is now of vital interest to insurance agents and brokers; receiving an encrypted email must be simple for the recipient.

Encryption that is too complicated is like sending a secure message to no one. What does not work well are systems that send links to register or file share download as many insurance carriers block, disable, or clients and carriers simply do not bother to complete the process.

> "RMail Encryption was most important as it encrypts all messages in a manner that is so simple for the recipient; it is not a link retrieval system that many insurance carriers are rejecting; it does not require a password"
>
> *-- Baer Insurance.*

Adding RMail Gateway adds options to route all some messages based on content rules to send as encrypted Registered Email messages for simple and automated compliance, with proof of delivery and an audit record for proof of privacy compliance.
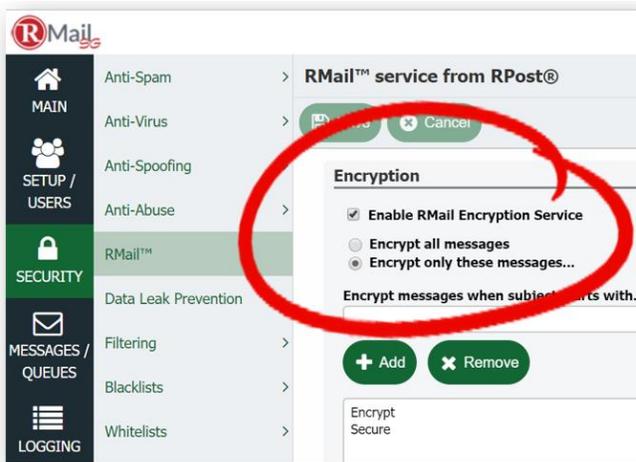
Email Encryption
Data Privacy, Proof of Compliance

Registered E-Mail™
Open Track, Delivery, Content Proof

Electronic Signatures
Speed Signoff, Authenticated, Legal

RMail Gateway Service Plans

RMail Gateway Essentials – recommended for businesses that want the best of <u>RMail for all senders in the company</u>. Enable all email senders for encrypt-all or encrypt by rule. Add other rules for Registered Email and e-sign. Choose standard, business or enterprise service levels.

RMail Gateway Plus – recommended for businesses that prefer to <u>enable the RMail functionality for some users or user groups</u>; for encrypt-all or encrypt by rule. Add other rules for Registered Email and e-sign for these users. Choose standard, business or enterprise service levels. This is a Cloud service by default, with a Local on-premise option.

Add **RSign** advanced e-signatures at a discount for any RMail user.

RMail Provides a Better User Experience

Customers emphasize that for them, the most important functions are the RMail Gateway special outbound services, with RMail encryption most sought after. With more users required to encrypt more messages, a simple user experience for recipients is essential.

"RMail encryption was most important as it encrypts all messages in a manner that is so simple for the recipient; it is <u>not</u> a link retrieval system that many insurance carriers are rejecting; it does <u>not</u> require a password," states **Baer Insurance**, an RMail Gateway Cloud customer.

"Additionally useful is the Registered Email™ proof of delivery and receipts that notify of failed emails," affirms **First West insurance**, an RMail Gateway Cloud customer.

Adding RMail Gateway adds options to route all outbound messages or some based on content rules. It sends as encrypted Registered Email messages for simple and automated compliance, with proof of delivery and an audit record for proof of privacy compliance.

"Most important for us was the ability for our staff to easily encrypt an email; our clients (email recipients) do not have to create a password or login to open/receive an encrypted email. This was our #1 priority and why we pursued RMail. Also, the RMail encryption works on mobile phones, tablets and desktops – anywhere or any device on which our staff may be sending emails," adds **First West insurance**.

Why Customers Switch to RMail Gateway

Other systems are too complicated for recipients or are blocked by recipient security policies.

"We switched from Microsoft's Outlook Encryption because Outlook Encryption required recipients to create a login to read the email much of the time, and all of the time if the recipient had an email platform that was not Outlook," adds **First West Insurance**, an RMail Gateway Cloud customer that enabled their Applied Epic Cloud insurance agency management system connector to RMail Gateway Cloud.

"We switched from Citrix Sharefile to RMail Gateway. We switched because with Sharefile, when sending email with attachments from our Applied Epic Cloud insurance agency management system, the email was received with the attached file as a link; and if you didn't have the attachments set to never expire, the recipient would lose access to the attachments," comments **Baer Insurance**.

Other systems rely on "opportunistic" encrypted transmission. What this means is if the system cannot transmit the message in an encrypted manner, it simply sends in plain text, leaving breadcrumbs of your message content all over the Internet. Microsoft and Google report that on average 25% of email may not be transmitted with a secure enough transmission if relying on "opportunistic" encryption. This is not good enough for compliance.

RMail is So Elegant, Simply Encrypt All

RMail Gateway makes email encryption with or without attachments incredibly easy for senders and recipients. So easy, as **Baer Insurance** explains, "We like the RMail rule that automatically encrypts all email, so we don't even have to choose when to encrypt."

Some companies create simple rules, instructions that are easy to follow when sending from any computer, browser, or mobile device. "We simply type either 'secure' or 'encrypt' in an email subject title to trigger a message to be sent RMail encrypted right from our Applied Epic management system, from Microsoft Outlook, or from our mobile phone email. This makes it really simple," explains **First West Insurance**. Others have set rules to trigger encrypted email by simply typing "#" in the email subject line. Simple from any device, anywhere.

RMail Gateway Service Plans Details

RMail Gateway Essentials

Recommended for businesses that want the best of <u>RMail for all senders in the company</u>.
Enable all email senders for encrypt-all or encrypt by rule; add Registered Email, e-sign rules.

- **Service Levels:** *Choose standard, business, enterprise, expert or volume service levels.*
- **Specialized RMail Outbound Services:** *Includes RMail transmission encryption, message level encryption, Registered Email e-delivery proof, and RSign Lite electronic signatures.*
- **Inbound Features:** *Includes anti-virus, anti-spam, anti-abuse, and other security services.*
- **Requirements:** *All senders in the company must have an Essentials service plan.*
- **Cloud:** *This is a Cloud service.*

RMail Gateway Plus

Recommended for businesses that prefer to <u>enable the RMail functionality for some users or user groups</u>; for encrypt-all or encrypt by rule. Add other rules for Registered Email and e-sign for these users. Choose standard, business or enterprise service levels.

- **Service Levels:** *Choose standard, business, enterprise, expert or volume service levels.*
- **Specialized RMail Outbound Services:** *Includes RMail transmission encryption, message level encryption, Registered Email e-delivery proof, and RSign Lite electronic signatures.*
  - *Optional additional security and e-sign features including secure large file sharing with RMail for Outlook add-in which may be installed for any user.*
- **Inbound Features:** *Includes anti-virus, anti-spam, anti-abuse, and other security services.*
- **Requirements:** *All senders in the company must have either a standard plan or a base plan. Base plans permit standard RMail Gateway functionality without the Specialized RMail Outbound Services.*
- **Cloud or Local:** *This is a Cloud service by default. Local on-premise option is available.*

RMail Gateway Set-up Support

RPost provides white glove enabling service for all deployments. Customer IT administrator is required to participate in set-up process. Outbound services are fully managed. Inbound services require the customer to monitor settings and quarantines through a web interface.

RSign Advanced E-Signature Platform

While all RMail plans include RSign Lite, users may upgrade to full RSign at a 25% discount.

RMail Gateway™ Technical Overview

RMail® is Flexible, Out-of-the-Box

With RMail Gateway, you can choose what messages should be sent through an encrypted transmission, and to what minimum encryption level (TLS 1.0, 1.1, 1.2) and if that minimum is not available, the email is sent with message level encryption.

With message level encryption, the email is wrapped inside an encrypted PDF file; in a manner in which it even remains encrypted through recipients' servers and while in the recipient inbox, accessible only to that intended recipient. Passwords are automatically established so there is no need for recipients to register or log-in. Some even opt to send by message level encryption for certain messages to mitigate risk of wire fraud of unintended financial disclosure. For example, key words like "wire transfer" or "financial report" can be set by the RMail Gateway to trigger message level encryption.

You can also opt to send messages with certain file attachment names or subject key words like "[RSign]" to automatically transform a sent attachment into an RSign attachment set up for e-signature.

Inbound and Outbound Security and Productivity

RMail Gateway includes the best of best, providing security automation that can transform your operations.

Starting with the best email encryption for business, RMail also includes award winning certified e-delivery proof, e-signature, and file sharing. A nearly unlimited variety of rules can be configured to determine which messages are processed with which functions.

And, you can opt to enable inbound security if you so choose. RMail Gateway includes at no extra cost, the best anti-virus, anti-spam, anti-abuse systems specially configured with tech combo that includes proprietary Cyren and MDaemon technologies combined with open source ClamAV and Apache SpamAssassin security engines. Email archive options are also available.

Time to Enable: 1-2 hours for IT staff or IT consultant. Compatible with any system that sends email; commonly using smart host.

Specialized RMail Outbound Services: Encrypt all, or encrypt some messages based on content or recipient rules.

- **Filter:** RMail security automation rule libraries make it easy to process messages based on unique combinations of content, recipient destinations, or any requested scenario.
- **Encryption:** RMail encryption is award winning for its simplicity and secure configuration options
- **Track & Prove:** Registered Email service provides certified open tracking with timestamped proof of content delivered, and proof privacy compliance.
- **E-Sign:** RSign Lite uniquely converts any sent attachment into a document that can be e-signed by a recipient with a few clicks; automatically, with no need to configure documents.
- **Large File Share:** RMail for Outlook can be enabled to add large file sharing options with encryption and tracking. This is not available for RMail Gateway Essentials service plans.

Specialty Inbound Services: Enable world class real-time antispam, zero-hour antivirus, anti-spyware, and anti-phishing technology.

- **Anti-Virus:** Includes two antivirus technologies, Cyren and ClamAV. Cyren provides the Zero-hour Outbreak Protection Recurrent Pattern Detection (RPD), which detects new outbreak information faster and requires no rules, content filtering or signature updates. Clam-Antivirus is an open source anti-virus toolkit for e-mail scanning on mail gateways.
- **Anti-Spam:** Includes SpamAssassin in a customized implementation. Apache SpamAssassin uses a robust scoring framework and plug-ins to integrate a wide range of advanced heuristic and statistical analysis tests on email headers and body text including text analysis, Bayesian filtering, DNS blacklists, and collaborative filtering databases. RMail Gateway uses SpamAssassin for Heuristic rules and Bayesian classification to block over 99% of all spam.
- **Anti-Phishing, Anti-Spoofing:** Includes options to enable SPF, DKIM, DMARC options to detect phishing and spoofing.
- **Archive:** Provides archive options developed by MDaemon Technologies. RMail Gateway's email archiving features provide a fully indexed and searchable repository of all messages sent and received - for both administrators and end users, with advanced search and options for downloading archived messages or restoring them to the mailbox. Storage plan required.

RMail Gateway Cloud or Local. RMail Gateway can be enabled as a cloud security gateway which makes set up seamless. Customers may choose a US Cloud or a European Cloud, or locally deploy. RMail Gateway Cloud is hosted in a US infrastructure facility audited under SSAE 18 SOC 2 Type II, PCI-DSS, GLBA and HIPAA standards annually, and is ITAR and EU-US Privacy Shield registered.