

SOLUTIONS GUIDE

White label, email solutions
for telcos, ISPs and hosting providers



ABOUT US

With 20 years of global email expertise, we help telcos, ISPs and hosting providers tap into the power of **branded email hosting** to fight customer churn and grow revenue.

We offer modern, user-friendly, white label, cloud-hosted email with 99.99% uptime and your choice of US or GDPR-compliant, EU data centres.

For companies wanting to stay in-house, we offer on-premises webmail and/or mail server options.

Based in Australia, we power more than **170 million mailboxes worldwide**, with the help of our team members in Europe, Asia Pacific and the United States.

Offering migration expertise and 24/7* support, we can be trusted to deliver a smooth transition, as well as reliable and ongoing assistance.

Contact us today to learn more about our secure, stable and highly scalable email solutions.

OUR SOLUTIONS

WEBMAIL

ATMAIL CLOUD	4
ATMAIL SUITE	5

MAIL SERVER

ATMAIL MAIL SERVER	6
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PREMIUM PROTECTION

ATMAIL PREMIUM ANTISPAM AND MALWARE DETECTION	7
---	---

OBJECT STORAGE

ATMAIL OBJ.STORE()	12
--------------------------	----

PROFESSIONAL SERVICES

SUPPORT AND TRAINING	14
----------------------------	----

MORE RESOURCES

.....	15
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“It was a great opportunity for Optus and atmail to work together to enhance customer experience for webmail. I have been impressed with the delivery of your commitments on time and your swift actions. It has been my pleasure to work with the great team at atmail.”

Scott Park
Project Manager, PEI
Technical Delivery,
Singtel Optus

“atmail’s enthusiastic performance throughout the last six months was unprecedented. We would have no hesitation in recommending atmail products and services.”

Mohammad Al-Sharafi
Cloud Product
Development Manager,
Saudi Telecom Company



ATMAIL CLOUD

Our atmail cloud is the perfect solution if you're looking for a trusted hosting partner to move your data to the cloud, as well as help you save money on infrastructure and maintenance costs.

atmail cloud combines the innovation of atmail's device-responsive, intuitive webmail interface, with the reliability of atmail's mail server and hosted environment.

Choose dedicated or shared cloud, US or EU data centres. We also offer fully geo-redundant storage (GRS), as well as multi-AZ environments.

Leverage our best of breed technologies, specialist expertise and proven uptime, to deliver a fast and enjoyable email experience – without worrying about in-house server costs, maintenance, downtime, resourcing, or spam.



Highlights

- No spam or security management headaches
- Customisable role-based access control (RBAC)
- White labelled with branding per domain
- Fully featured and device-responsive UI
- Can add Gmail, Outlook, Yahoo! or other IMAP accounts
- Live updating and synchronisation
- US data centre
- EU data centre (GDPR-compliant)
- In-house support in real time
- Proven 99.99% uptime
- Migration assistance
- Private and secure
- Lower overheads

ATMAIL SUITE

If you're looking to modernise your tech stack, whilst retaining control of your data in-house, our atmail suite webmail is for you.

atmail suite comprises version 8 of our webmail interface and a JMAP Proxy API server. The JMAP Proxy interfaces to existing IMAP, SMTP and DAV services provided by your existing infrastructure.

The pairing of modern architectures and design technologies results in an incredibly fast and user-friendly email experience.

atmail suite is available as a stand-alone product to be deployed on existing email infrastructure, or as a complement to atmail mail server – for a full turnkey solution.

Tech Stack

React

Cutting edge UI technology championed and extensively tested by Facebook, using componentised development based on JavaScript.

Go(lang)

A server-focussed programming language created and extensively tested by Google, with a native binary, strong typecasting, and a small resource footprint.

JMAP Proxy

A new standard for email clients to connect to existing mail stores.

DAV

Powers contacts, calendars, tasks and storage.

Highlights

- White labelled for your brand
- Branding per domain
- Modern, user-friendly design
- Fast communication to back end services
- Cost-efficient with a low resource footprint
- Live updating and synchronisation
- Fully featured and device-responsive UI
- Can add Gmail, Outlook, Yahoo! or other IMAP accounts
- Extensive JMAP API configuration options
- Documented and open admin API
- Integrates with existing systems
- Modular and highly scalable
- Uses the emerging JMAP standard
- Supports lazy loading
- Private and secure
- Analytics tracking



ATMAIL MAIL SERVER

Our atmail mail server is the perfect back end environment to support our next generation email solutions.

It leverages an automation engine and fully featured admin UI to increase the ease and simplicity of both the deployment and the configuration of POP3, IMAP, SMTP and ManageSieve. It also allows for incredibly easy management of users, settings, groups, domains, aliases and domain branding.

Role-based access control (RBAC) enables you to customise roles and permissions, so you have control over who can do what and when.

Tech Stack

Dovecot

Standards-compliant, open-source IMAP and POP3 mail server, that runs on Linux/UNIX.

Exim

Developed by the University of Cambridge and currently the most widely trusted message transfer agent (MTA).

Nginx

High-performance HTTP server which reduces resource usage.

SpamAssassin

Apache's open-source, antispam platform.

Clam AV

A respected, open-source, antivirus engine.

Ansible

Automated, open-source configuration scripts.

PHP (Zend) for admin UI

A mainstream language for tech admins.

Highlights

- What You See Is What You Get (WYSIWYG) editor for branding atmail suite domains
- Private and secure
- RBAC (Role-based access control)
- Level 1 support functions
- Enhanced logging
- Auto-configuration tool for third party emails
- Automation engine
- Modern tech stack and architecture
- Fully featured and user-friendly admin UI
- Structurally clear and simple playbooks
- Built on trusted, open-source technologies
- All interaction over Secure Shell (SSH)
- Easy package manager installation
- Modular and highly scalable
- API configuration options
- Highly customisable

PREMIUM ANTISPAM & MALWARE DETECTION

Powered by **CYREN**

atmail's premium antispam and malware detection offering is powered by Cyren – a trusted email security provider with 20 years of experience and a deep understanding of threat intelligence. Cyren is used by industry leaders such as Google, Microsoft, Rackspace, Deutsche Telecom, Check Point, Sophos, Cox and IONOS (formerly 1&1).

Recurrent Pattern Detection (RPD™)

- Detects and classifies threat patterns in near real time with a high degree of certainty
- Works by analysing identifiable characteristics, then grouping emails by: distribution patterns (for the sources and volumes of the emails); and structural patterns (for the text, attachment and links of the emails)

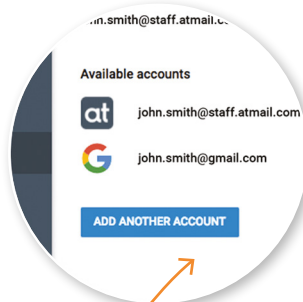
GlobalView™

- Cyren's GlobalView™ Security Cloud processes over 25 billion email and web transactions daily, for service providers, security vendors and enterprises
- Applies AI machine learning, proprietary predictive analytics, behavioural analysis, heuristics and RPD™ to detect outbreaks in near real time

Highlights

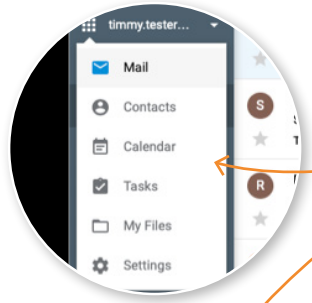
- Improved speed and accuracy
- Outbreak detection in near real time
- Immediate identification of compromised accounts
- Better intelligence through classification
- Increased IP blacklist prevention
- Faster resolution of customer incidents





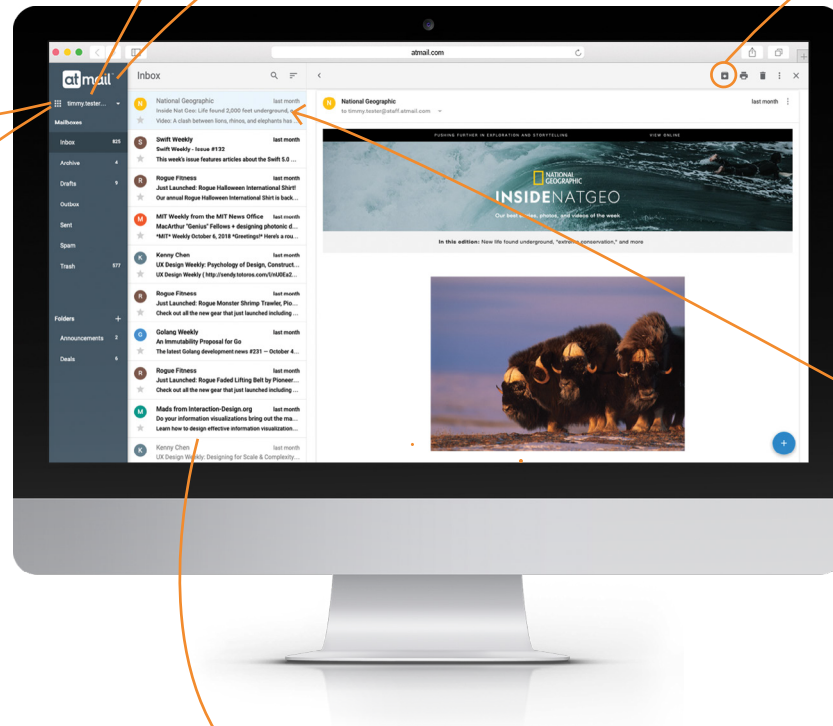
Multiple accounts, seamless integration; add your Gmail, Outlook, Yahoo! or other IMAP accounts. Attach from, or save attachments to, Dropbox, Google Drive or Microsoft OneDrive.

Fully featured; email, contacts, shared calendars, tasks and files for desktop, tablet and mobile



White labelled; your domain, your brand. Simply upload your logo and select your colour palette.

One-click archiving; quickly manage your email and achieve Inbox Zero

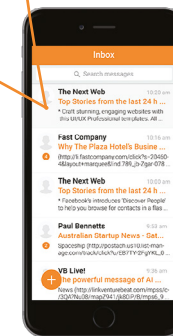


Live updating and synchronisation; your email, contacts and calendars synchronise and update in real time, across all devices

Multiple locale support; thirteen languages, 'out-of-the-box', all professionally translated



Lazy loading; your emails and contacts load on demand as you scroll





CUSTOMER EXPERIENCE

ATMAIL CLOUD, ATMAIL SUITE

FEATURES	ADVANTAGES	BENEFITS
Modern interface based on the latest design standards	An attractive and intuitive design, compatible with all devices	An improved user experience in an interface that your users already know how to drive
Fully featured	Email, contacts, tasks, calendars and files in one place	Highly convenient for customers
White labelled per domain	Easily update your logo and colours	Keep your brand front-of-mind
Responsive UI	Access accounts anytime, on any device	Seamless, on-demand experience
Multiple accounts	Enable Gmail/Outlook/Yahoo!/other IMAP email accounts. Attach from, or save attachments to, Dropbox, Google Drive, Microsoft OneDrive.	Keep customers loyal to your experience
Live updating and synchronisation	All elements updated and synced in real time across all your devices and third-party applications	Customers are not frustrated by sync delays
One-click archiving	Send emails to the archive quickly	Quickly achieve 'inbox zero'
Multiple languages, translated by humans not bots	Higher quality translations because humans understand language nuances	An interface that makes sense in multiple languages
Lazy loading	Emails and contacts load on demand as you scroll	Fast and responsive load time, with a user experience your customers expect and enjoy

ADMIN USER EXPERIENCE

ATMAIL CLOUD, ATMAIL SUITE, ATMAIL MAIL SERVER

FEATURES	ADVANTAGES	BENEFITS
Fully documented and open admin API	Easily integrate with other business systems to provision and monetise users and domains	Save money on integration costs with other business systems
Fully featured admin UI	All aspects of the configuration and API are in one place	Simple to administer
Customisable RBAC model	Create admin roles and permissions in the admin UI	You have control over who can do what and when
Analytics tracking	Track when, where, how and on what device a user interacts with your system	Learn how to best serve users (and best lower your costs based on usage patterns)
Developed on open protocols	Compatible with any IMAP, POP or DAV-based third party application	End-users can use the apps they prefer
Componetised development (React)	Easier to test and improve specific components	An agile system which we can adapt more quickly
Highly performant compiled binary (Golang)	No interpreted code and a lower resource footprint	Increased speed and decreased costs
JMAP Proxy	Provides aggregate data from many different services and protocols, in a consistent and clearly defined API	Helps us to scale our mail client as you scale



ATMAIL OBJ.STORE()

atmail obj.store() is our object storage plug-in for Dovecot open source. It offers a superior cloud storage experience with better accessibility, affordability and scalability.

Deduplication support

- A 1 MB PDF attachment sent to 10 local users, traditionally stored 10 times (once for each recipient) on a local disk, is stored only once with atmail obj.store()

Compression support

- Each deduplicated attachment can be compressed before storing it on any of the supported cloud storage services and platforms

Multiple file copies

- atmail is specifically using object storage for attachment data. This allows us to maintain one copy of an attachment on the system, and each time an email is forwarded or replied to, we are only referencing that one instance of the actual attachment data.

Cache support for bandwidth optimisation

- MIME attachments that are fetched from the cloud storage are cached locally (REDIS and local file system) to ensure a responsive user experience)

Flexible administration

- Your administrator can choose which attachments will be uploaded to cloud storage, based on multiple parameters (such as the date the email was received, the size of the attachment, or various other email attributes)
- You can use one command line to interact with multiple cloud storage providers

Compatible

- Supports various cloud storage or cluster file system vendors (starting with AWS S3, and in the future to support Ceph, OpenIO, Backblaze and Scality)

Highlights

- Optimised storage management
- Reduced TCO
- Improved user experience
- Decreased risk of data loss
- Increased availability
- Better ability to scale

PROFESSIONAL SERVICES

With more than 20 years of email experience, our expertise covers:

- Migrations;
- Integrations;
- Customisations;
- On-demand email management; and
- Custom reporting.

Our most popular offering is our migration service, because we get it right the first time, with:

- No loss of data;
- No loss of service;
- A known, agreed and transparent migration path;
- A flexible schedule to suit your needs; and
- Timely updates and progress reporting.

“Email is one of our key services and we have significant business clients, so I don't have to emphasise how important it is for our email service to run smoothly. atmail has provided the high-level support and documentation we need and complied with our suggestions and feature requirements quickly and smoothly.”

Mladen Knezevic
System Engineer,
ISP Department, M:Tel



SUPPORT AND TRAINING

SUPPORT

We are committed to providing timely and knowledgeable support. Our Customer Success Team adopts a follow-the-sun approach with team members in different time zones, to increase responsiveness and reduce delays. Customers can choose one of the following levels of support:

Self-Help Documentation

Created for in-house email experts who never need to contact our team.

Essential Support

Designed for customers with non-critical email systems, who are happy to wait for responses during Australian business hours (8am-6pm AEST). Included in all new cloud subscriptions.

Platinum Support

Perfect for telcos, ISPs and hosting providers who cannot afford downtime on their customer email platforms.

Custom Support

For customers who would like a solution tailored to their specific needs.

TRAINING

For in-house teams who need to get up to speed quickly, atmail can provide dedicated training for email administrators and service desk teams. Courses can be customised as required, with typical course content including:

Service Desk Teams (Level 1)

- Webmail review and questions
- Webadmin overview
- Class of service
- Common support tickets (e.g. password resets, forwards, quotas)
- Migration process (if applicable)
- Support escalation process
- Documentation
- Q&A

Email Administrators (Level 2)

All of the above, plus:

- Platform overview
- Mail routing
- Advertising
- Theming and branding
- Settings and toggles
- Specific requirements

MORE RESOURCES





Want to learn more? Talk to us today about our modern, white label, email solutions, which can help you to strengthen customer loyalty, boost engagement, reduce churn and grow revenue.

Need a different solution? We are a very agile and innovative company. Chat to us about creating solutions that are right for you.



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