

Email is an essential communication tool in modern business but its performance is hampered and its security potentially compromised by the arrival of vast quantities of unsolicited messages, or 'spam'.

Demon MailDefender

Demon MailDefender is an Internet-based service that identifies and quarantines unwanted messages before they even reach your organisation's mail server, let alone the end user. It also scans all email for viruses as a matter of course, providing you with an additional level of system-wide security. We manage the service for you including its hardware and updates.

How it works

The key feature of Demon MailDefender is that it operates remotely within the Internet 'cloud' rather than running on your own hardware. This immediately relieves your systems from the increasingly onerous chore of dealing with spam, so freeing up network bandwidth and storage capacity to handle core business tasks.

The anti-spam function offers an advanced level of protection with minimal misclassification of incoming messages. Even so, all users in an organisation are given access to their own secure remote MailDefender mail box where they can view their quarantined email for up to 21 days, providing plenty of time to retrieve

any messages they want. They can even modify their own personal filter settings.

Anti-virus scanning should be standard procedure in any organisation but Demon MailDefender goes one step further by running an additional virus check on incoming mail before it is actually delivered. MailDefender's virus definitions are checked for updates automatically every five minutes, and 99% of email processed by the system is delivered within five minutes of receipt at the scanning server. The scanner even seeks out potentially new, yet-to-be-identified viruses using heuristics.

If desired, MailDefender can virus-scan outgoing messages as well at no extra cost, optionally adding a reassuring footer to each email to say that a scan has been carried out.

IT managers are given an administrator login, where they can add and delete users within their pool of end-user licences.

Technical requirements

Demon MailDefender is platform-independent. Since it operates independently from end-user computers and is based on common Internet standards, it doesn't care whether you are running Windows, Mac OS or Unix.

Key customer benefits

- Increases network performance because spam is removed before email is delivered.
- Stops 100% of all known** viruses and endeavours to stop unknown ones too.
- Virus definitions are checked for updates every five minutes.
- User-customisable anti-spam filtering.
- Free optional virus-scanning of outgoing messages to reassure your customers and contacts.
- Email identified as spam is quarantined for 21 days.
- If your mail server has an outage, we continue retrying to deliver your scanned messages for five days.
- IT manager stays in control with an administrator login.
- Supports organisations with multiple domains.

Personal service

MailDefender can be ordered for as few as 15 users in a small company, and is readily scalable to serve tens of thousands of employees in the corporate sector. Recognising that multinational companies may assign several territorial email addresses to certain staff, the MailDefender service allows the customer up to six different domains as standard.

The service is available as an extra-cost option for Demon customers owning a private mail server with a standalone domain name or Internet access bundled with a domain name. This includes products such as:

- **Internet Leased Lines**
- **High Speed Internet**
- **National Ethernet**
(with Internet Access option)
- **Business Broadband** (non-NAT*)

As we manage your domain names for you, we handle any necessary changes to your DNS.

MailDefender is not available for products with ordinary Demon hostname email addresses, such as Standard Dial Up, Home Broadband, HomeOffice Broadband and NAT Business Broadband. These products are already bundled with alternative anti-spam filtering by default.

Customer support

If your mail server goes down for an extended time you do not lose your messages. While you are waiting for your mail server to be restored, MailDefender automatically continues to scan and queue incoming messages for up to five days. When your mail server comes back online, MailDefender delivers your queued messages. Messages queued for more than five days expire and the sender is told their message was undeliverable.

THUS also operates a helpdesk during working hours to deal with support queries from the IT manager at the customer site. Calls are logged, and service faults that cannot be dealt with over the phone are reported to an operational team. If a problem cannot be solved straight away, the helpdesk will provide the customer with progress reports.

Service details

The minimum contract term is one year, renewing on a monthly basis thereafter. Charges are based on the number of people licensed to use the service, including employees, contractors and associates using an email address within the protected domain name.

This means there is no extra payment required for group email addresses shared by licensed users. You are free to route a number of email aliases within the protected domain name back through your main email address at no extra charge.

The standard charges assume a monthly inbound email volume of 20MB per person, but this is calculated as an average across your entire user base. In practice, the service supports single email sizes up to a generous 35MB.

The alternatives

There is no shortage of anti-virus and anti-spam software on the market – in fact it exists by the shovel-load. Demon MailDefender stands head and shoulders above these because it is a managed, professional-class solution that enhances your email service in a single cost-effective package.

Only Demon MailDefender checks for anti-virus updates every five minutes and has user-adjustable spam filtering on virtually any computing platform, while monitoring email addresses at up to six different domains, all as standard. No other solution takes such a complete and mission-critical approach to email protection.

Why choose THUS?

THUS is a recognised leader in telecommunications, providing unrivalled technical expertise in sophisticated next-generation networks through specialist voice and data services and a progressive range of managed solutions.

The well-known Demon brand is one of Britain's most trusted providers of broadband Internet products and services aimed at the professional market. Such an enviable reputation is only earned by offering to customers top-quality technology and robust service reliability, and Demon MailDefender sits comfortably in this bracket: it delivers the best email protection you can get.

*Business Broadband customers that opt for NAT receive email addressed to the bundled domain via Demon POP3 mailboxes after anti-spam scanning, which is also bundled with their service.

**All known viruses refers to all those listed on the anti-virus website 'Sophos' www.sophos.com for at least eight minutes prior to the time of scanning.