



# Protecting Microsoft 365 with Mail Assure

## Secure Email Makes for Satisfied Clients

Why layered security is essential for cloud-based email services like Microsoft 365

eBook





# Table of Contents

Your clients depend on their email .....	3
Email filtering that doesn't falter .....	4
Around-the-clock email access .....	5
The assurance opportunities won't be missed .....	6
A dependable way to back up and archive email .....	7
Why Mail Assure? .....	8
Mail Assure is.....	8
Step Up Your Email Security Game With Mail Assure .....	9
About N-able .....	9



## Your clients depend on their email—and they depend on you to keep it safe

A significant portion of cyberattacks target email inboxes. It's no mystery why. Email is the heart of business—essential to team productivity, customer service, and more. An unprotected inbox can be an open door for cybercriminals.

Microsoft 365™ (formerly Office 365®) is a desirable target for cybercriminals due to its massive user base. While Microsoft 365 includes built-in email security features, like many other cloud-based email services, those basic protections may not be enough to keep your clients' data safe.

In fact, cybercriminals can tailor their attacks to circumvent Microsoft default security. Almost half the malware that lands in Microsoft 365 inboxes use Microsoft 365 macros as a delivery mechanism.<sup>1</sup> And over a thousand internet hostnames exist with phishing pages that mimic Microsoft 365 sign-in screens or notifications.<sup>2</sup>

A single malicious email can bring down an entire enterprise. Stakes that high demand a **robust, layered approach to email security.**

That's what **N-able™ Mail Assure** delivers with email protection for Microsoft 365.

<sup>1</sup>"The State of Phishing Defense," Cofense. <https://cofense.com/state-of-phishing-defense-2018/> (Accessed June 2020).

<sup>2</sup>"Malware Review 2018," Cofense. [https://cofense.com/wp-content/uploads/2018/03/Cofense\\_Malware-Review\\_2018.pdf](https://cofense.com/wp-content/uploads/2018/03/Cofense_Malware-Review_2018.pdf) (Accessed June 2020).

## CLIENT NEED

# Email filtering that doesn't falter

Looks can be deceiving; what appears to be an email from a bank or web service provider could actually be a clever mock-up designed to trick people into sharing sensitive information or downloading malware.

Can your clients' employees tell the difference? The fact that 93% of breaches result from phishing attacks and pretexting suggests many people can't.<sup>3</sup>

The most effective method of keeping users from unwittingly clicking on phishing links or downloading malicious attachments is to prevent attack emails from landing in their inboxes in the first place. While many organizations utilize email filtering for this, 10% of malicious emails still get through.<sup>4</sup> The filtering available through services like Microsoft 365 is often not enough on its own.

## MAIL ASSURE HELPS PREVENT MALWARE

Mail Assure provides the extra defense your clients need to keep their inboxes free of phishing attempts. It draws on insights from billions of emails across more than twenty-three million protected mailboxes to continuously update its threat database. It then leverages a variety of filtering techniques, including anti-phishing and impersonation protection, to recognize potential threats in real time. The result is a 99.999% filtering accuracy rate with few false positives.

<sup>3</sup>"2019 Data Breach Investigations Report," Verizon. [enterprise.verizon.com/resources/reports/2019-data-breach-investigations-report-emea.pdf](https://enterprise.verizon.com/resources/reports/2019-data-breach-investigations-report-emea.pdf) (Accessed June 2020).

<sup>4</sup>"The State of Phishing Defense," Cofense. <https://cofense.com/state-of-phishing-defense-2018/> (Accessed June 2020).



## CLIENT NEED

# Around-the-clock email access

When email goes down, productivity takes a hit. Employees can't collaborate. Customers and suppliers can't reach the people they need to in a timely manner. Opportunities can get lost.

Your clients want to avoid situations like this at all costs. In an ideal world, every business would have a system to fall back on when they lose email access—unfortunately, that doesn't come standard with email services like Microsoft 365.

## MAIL ASSURE HELPS KEEP BUSINESS ON TRACK

With built-in 24/7 email continuity, Mail Assure helps keep your clients from missing an email. Even if their email servers go down, they'll still be able to receive, read, and send email through a cloud-based, client-branded web interface. A network of highly available global data centers powers the service, designed to ensure uninterrupted business productivity no matter what happens.

## CLIENT NEED

# The assurance opportunities won't be missed

In today's world, email filtering is a must. More than half the world's email traffic is spam.<sup>5</sup> Over 90% of malware is sent via email.<sup>6</sup> Businesses need a way to filter out the bad to avoid overwhelm and minimize the risk of an employee clicking on a malicious link or attachment.

But email filtering presents its own kind of risk: false positives. The very same feature meant to protect against harmful content could accidentally cause a business to miss an opportunity or frustrate customers whose emails go unanswered. Basic email filtering in Microsoft 365 may not be sophisticated enough to mitigate the risk of false positives.

### MAIL ASSURE OFFERS CONTROL AND VISIBILITY

Mail Assure gives users full visibility and control over email through an intuitive, multitenant web interface. Authorized users can view every email that has been rejected and moved into quarantine. They can also release, remove, allow, or block messages as they see fit. Scheduled reports and advanced log searching add to the transparency available with Mail Assure. With a low false positive rate, Mail Assure is unlikely to filter non-malicious messages out of your clients' inboxes.

<sup>5</sup>"Global spam volume as percentage of total e-mail traffic from January 2014 to September 2018, by month," Statista. <https://www.statista.com/statistics/420391/spam-email-traffic-share> (Accessed June 2019).

<sup>7</sup>"2018 Data Breach Investigations Report," Verizon. [https://enterprise.verizon.com/resources/reports/DBIR\\_2018\\_Report.pdf](https://enterprise.verizon.com/resources/reports/DBIR_2018_Report.pdf) (Accessed June 2020).

## CLIENT NEED

# A dependable way to back up and archive email

The consequences of significant data loss could be catastrophic for most organizations. Without a backup, mission-critical data erased by malware, hardware failure, or user error are gone for good. Many businesses are also required to adhere to one or more data retention regimes that could audit them at any time—and dole out hefty fines for noncompliance.

While Microsoft 365 comes with email archiving, it has some limitations. Your clients may also worry about the security of data stored in the cloud—and whether that data will be available when they need it. Even Microsoft acknowledges this is a risk in its services agreement:

*"In the event of an outage, you may not be able to retrieve Your Content or Data that you've stored. **We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services.**"<sup>7</sup>*

How can you meet your clients' need for secure, always available email backups and archives?

## MAIL ASSURE INCLUDES VIRTUALLY IMPENETRABLE EMAIL ARCHIVING

Mail Assure has built-in email archiving with an unlimited retention period. It encrypts, compresses, and stores incoming and outgoing messages, helping ensure they're available for backup and compliance purposes. Its cloud-based vault can put your clients' security fears to rest with robust encryption in transit (using TLS encryption) and at rest (using AES encryption) to help keep data secure.

<sup>7</sup>"Microsoft Services Agreement," Microsoft. <https://www.microsoft.com/en-us/servicesagreement> (Accessed June 2020) (Emphasis added).

## Why Mail Assure?

N-able Mail Assure for Microsoft 365 offers full-scope email security, including:

### FILTERING

Divert spam, phishing attempts, malware, and other malicious emails from your clients' inboxes with Intelligent Protection & Filtering Engine—informed by proprietary collective intelligence and machine-learning algorithms.

### CONTINUITY

Help protect clients' productivity with built-in email continuity. When a client's email service goes down, Mail Assure steps up with a user-friendly, cloud-based interface that lets users continue to send and receive email.

### VISIBILITY

Give users full control and visibility of email flow through logs and quarantine, providing peace of mind that no important messages are erroneously filtered out and missed.

### BACKUP

Encrypt, compress, and store all your clients' incoming and outgoing messages in a cloud environment with robust encryption protocols. Archived emails are available for compliance needs whenever you need them.

## Mail Assure is:

- **Priced per mailbox with monthly billing.** Our solution doesn't lock you into a long-term commitment or force you to purchase many mailboxes up front.
- **Affordable and simple to set up.** Because Mail Assure is cloud-based, there's no need to install any additional hardware or software on your clients' endpoints.
- **Easy to integrate.** Mail Assure is fully compatible with nearly any email service, adding an extra layer of protection to the default security features built into those platforms. A Microsoft 365 sync is designed for effortless onboarding of multiple Microsoft 365 users. And with an easy-to-install Microsoft 365 add-in available from the Microsoft AppSource, users can report spam and "not spam" messages directly from Outlook®, on the web, macOS®, Windows® PC, iOS®, iPadOS®, or Android®—all at no additional cost.



# Step Up Your Email Security Game With Mail Assure

Your clients depend on you to keep their email inboxes and systems secure. Go beyond the Microsoft 365 default security features to provide your clients with email protection they can count on.

**See what N-able Mail Assure can do for you and your clients. Start your free trial today.**

[n-able.com/products/mail](https://n-able.com/products/mail)

## About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

[n-able.com](https://n-able.com)

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