



modusCloud Features & Benefits Guide For Customers



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modusCloud Packages

Vircom's modusCloud protects small and medium-sized businesses from today's advanced threats, compliance risks and digital fraud. With enterprise-grade security technology and infrastructure – which also protects some of the largest organizations in the world – it meets the tailored needs of smaller enterprises to protect against the attacks that are most dangerous to them.

With modusCloud, you can enhance your security through spam and phishing protection, multi-layer anti-virus and a robust filter-rules engine. Email Continuity with an Emergency Inbox, as well as policy-enforced encryption and a cloud-based email archive help you stay compliant while keeping your business running - all within a simple, intuitive user interface.

modusCloud Packages

Vircom's modusCloud works with many platforms, including Microsoft Office 365. modusCloud is available in four packages tailored to meet the needs of growing businesses.

	Beginner	Business	Advanced	Professional
Security				
Anti Virus	✓	✓	✓	✓
Spam Filtering	✓	✓	✓	✓
Reporting	✓	✓	✓	✓
Content Filtering	✓	✓	✓	✓
Outbound Filtering	✓	✓	✓	✓
Impostor Email Protection	✓	✓	✓	✓
Data Loss Prevention (DLP)		✓	✓	✓
URL Defense (Sandboxing)		✓	✓	✓
Attachment Defense (Reputation)		✓	✓	✓
Attachment Defense (Sandboxing)			✓	✓
Email Encryption			✓	✓
Social Media Account Protection			✓	✓
Continuity				
Emergency Inbox	30 Days	30 Days	30 Days	30 Days
Email Spooling	30 Days	30 Days	30 Days	30 Days
Instant Replay		30 Days	30 Days	30 Days
Email Archive				
Support for Exchange and Office 365				✓
Unlimited Storage				✓
Configurable Retention (Up to 10 Years) and Legal Hold				✓
Powerful Search and Discovery Tools				✓
End-user User Search Access				✓
Management				
Multi-level logins	✓	✓	✓	✓
Domain Management	✓	✓	✓	✓
Email Logs	✓	✓	✓	✓
Active Directory Sync for Azure and Exchange	✓	✓	✓	✓



Security

Anti-Virus

modusCloud offers market-leading filtering of viruses and other email-borne threats. Our powerful anti-virus engines are high in accuracy, effectiveness and speed, blocking all known viruses while heuristics-driven scanning technology discovers and protects against never-before-seen viruses as they emerge.

Features	Benefits
Multi-layered antivirus protection in the cloud.	Stops viruses and manages threats before they reach the network. No hardware or software required.
Proactive heuristic predictive technology to combat evolving virus threats.	Protects users from following links to malwarebearing websites.
Complete protection against known viruses (see zero-hour outbreak for additional protection).	Provides visibility, accountability and confidence in the our effectiveness
Language-independent engine.	Protection against phishing, spear phishing and spoofing attacks.
	Proactive monitoring centrally updated every second.
	Lowest false positives in the industry.
	Updates in real time to protect against new and emerging attacks.

Spam Filtering

Powered by Proofpoint's MLX machine-learning technology, modusCloud's spam and phishing protection efficiently analyzes hundreds of attributed in every email. This advanced scanning accurately filters emails by examining envelope headers and structure, content, email sender reputation and more, preventing spam emails, malware and other malicious email and attachment-based spam from reaching inboxes.

Features	Benefits
Backed by a comprehensive service-level agreement (SLA) that guarantees more than 99% spam capture rate.	Guaranteed performance that lets you focus on your business.
Multi-layered protection stops spam and manages threats before they reach your network.	Saves time and resources wasted on unwanted email.
Machine-learning technology detects and combats new spam threats in realtime.	Protects corporate bandwidth for web, VoIP and other critical systems.
Individual-, group- and company-level spam sensitivity settings available.	Anti-spam protection against new and emerging spam techniques.
Dashboard summary, detailed and scheduled reporting to keep users informed on spam levels and quarantined mail.	Visibility, accountability and confidence in the service's effectiveness.
Consolidated user quarantine digest email with per-email options to "release", "release and approve" to whitelish sender, or "block" to block sender going forward.	Summary digest for users at regular intervals (up to every four hours) to review quarantined email across all their email addresses and aliases.



Reporting

Flexible online reporting dashboards and detailed email reporting is available with one click to give you actionable insights and more control.

Features	Benefits
Get a high-level overview of customer accounts in the stats section of the website.	Reporting enables you to quickly and easily access relevant customer information and monitor results.
Save statistics to favorites to quickly re-run relevant reports.	To monitor a customer's domain usage, you can display the most-used domain and the number of clean, spam, or virus emails that have been sent, attempted, and blocked to and from a specific domain.
Download results to Acrobat (PDF) or Excel and send to an email address.	Helps monitor customer usage and potential rogue users.

Outbound Filtering

Outbound Filtering ensures that all email sent through modusCloud is free from viruses, malware and other malicious content.

Features	Benefits
Outbound Virus and Malware Protection.	Protects against sent emails that could damage your customers' reputation or the security of email recipients.
Message traceability: customers can view whether an email has been delivered, bounced, delayed or rejected.	Protects SMEs from potential legal issues.
Organizations can add a disclaimer to all outbound email.	

Content Filtering

modusCloud's intelligent email Content Filter service enables organizations to use a flexible rules engine to enforce email communication policies.

Features	Benefits
Policy-based approach designed to detect confidential or inappropriate text-based email content.	Provides advanced security for organizations, protecting against email-borne threats.
Comprehensive, highly flexible and intuitive filter processes.	Provides visibility, accountability and confidence in business email exchange.
Scanning within email header, subject and body.	
Detects a large variety of attachments including Microsoft Office, PDF attachments, compressed file types, executable (EXE) and all major mediatypes.	Ensures employees do not jeopardize the security and reputation of the business.
Creation and enforcement of an acceptable-use policy.	



Zero-Hour Outbreak

This feature instantly protects users against new, never-before-seen email threats as soon as they arise, allowing customers to know that their inbox is always secure.

Features	Benefits
Immediate malware protection.	No need for broad file-blocking policies. Safe files flow freely. Only malicious attachments are blocked.
Defends against new outbreaks before AV vendor updates	IT managers can relax even when the next big worm attacks knowing they're already protected. A fully automated real-time solution; zero administration intervention required. Plug the gap between new virus variant releases and the availability of signatures provided by AV vendors.

URL Defense

Using the power of Proofpoint's Targeted Attack Protection, modusCloud provides industry-leading defense against advanced threats, stopping and blocking malicious URLs.

Features	Benefits
Predictive Analysis: Big Data techniques and machine learning heuristics predictively detect malicious links and pre-emptively stop users from clicking on them.	Proactively identifies threats and minimizes cleanup for incident response teams by catching malicious URLs before users click and get Infected.
Advanced Malware Detection: Sophisticated techniques analyze and stop advanced threats that traditional signature- and reputation-based tools miss.	Cloud scale and elasticity for malware analysis with global and immediate benefit to all organizations. See emerging campaigns, deploy proprietary technology to defeat counter-evasion techniques, and stop malware before it causes lasting harm.
Real-time Dynamic Analysis: Protection on any device, at any time, from any location, by following the email and checking for the URL destination's safety in real-time. A frequent technique used by hackers has been to drive recipients to click on a link directing them to a website that is initially harmless but later turns malicious.	Enables security controls to persist, even if users are off the corporate network and bypassing on-premise security controls.



Attachment Defense

Again using the power of Proofpoint's Targeted Attack Protection, modusCloud provides industry-leading defense against advanced threats by detecting and filtering malicious attachments of all kinds – even non-executable files.

Features	Benefits
<p>Intelligence gathered by the dynamic malware analysis is used to identify and block malicious attachments that are designed to evade traditional security solutions.</p> <p>Leverage Big Data techniques to build statistical models for predictive analysis.</p> <p>Cloud Architecture: We analyze billions of messages cloud every day, providing global visibility and early protection for emerging threats.</p> <p>Attachment Sandboxing executes incoming attachments in a sandboxing environment, providing protection against new virus waves, zero-day attacks and more on a case-by-case basis.</p>	<p>Cloud scale, visibility and elasticity for malware analysis with global and immediate benefit to all organizations for emerging campaigns, with proprietary technology to defeat malware through counter evasion techniques.</p>

Email Data Loss Prevention (DLP)

Block data loss and comply with regulations, while also protecting users by preventing certain inadvertent data disclosures or breaches.

Features	Benefits
<p>Block data loss with a user-transparent, centrally based, policy-driven DLP filter.</p> <p>DLP dictionaries and smart identifiers provide automatically updateable policies for lowest administrative cost and highest accuracy.</p> <p>Customize policies with point-and-click ease.</p>	<p>Users simply send email, and the appropriate action is taken automatically.</p> <p>Always know where your private or proprietary data resides, including intellectual property, personal identification, patient information, financial information, and more. Simplify discovery, and quickly evaluate the data to respond effectively to any issue.</p>



Email Encryption

Reduce the potential negative impacts of data loss by automatically encrypting email, while also providing an data-protection-compliant means for users to send sensitive information via email.

Features	Benefits
Create filters that automatically identify outbound emails that should be encrypted.	Email Encryption is ideal for any organization that needs to protect sensitive data, while still making it readily available to appropriate affiliates, business partners and end users—on their desktops and mobile devices.
End-users can trigger encryption by using a predefined tag in the email subjectline.	When sensitive data is identified, the email is automatically encrypted. Security is maximized, without hindering end users.
End-users can trigger encryption by installing an Outlook plug-in providing them with access to a “send securely” button	Anti-spam protection against new and emerging spam techniques.
Internal users—including the original sender and internal recipients—can compose, read and respond to all encrypted emails in their inbox.	All encrypted emails time out after 15 days and are removed from the service, ensuring that sensitive data is retained no longer than necessary.
External users use Secure Mail (our web-based interface) to read and respond to encrypted emails they have been sent.	

Social Media Account Protection

Advanced protection for corporate social media accounts, preventing unauthorized access and embarrassing or compromising posts.

Features	Benefits
ProfileLock continuously monitors for unusual posting patterns and unauthorized profile changes that signal that someone has taken over an account.	Safely grow your social media presence.
Social Media Account Protection automates the content and security moderation process so you can apply your scarce resources to other social media marketing activities.	Ensure that customers and followers are not subjected to malicious or inappropriate content posted to your social sites.
Control the applications that can access and publish content across your social networks.	Automatically enforce policies that automatically detect, notify, and remediate threats to your accounts.
Simple, click-and-comply policy controls and detailed reporting ensure compliance with industry regulations and corporate governance mandates.	Comply with industry regulations.



Continuity

Emergency Inbox

modusCloud's Emergency Inbox allows users to access email when their main email service goes down.

Features	Benefits
Instant and automatic activation.	Activated instantly and automatically. Users can open, read, download attachments and reply to any email queuing.
Administrator control of Emergency Inbox user access.	Users can compose new emails and send them as if they were sent from their regular email server. Recipients remain unaware of any technical issues, preserving the organization's professional reputation.
Fast and easy web-access to all queued email.	Delivers quick restoration of sent and received email using the Emergency Inbox, to your primary system once it recovers.
No change in email appearance or flow in an email outage.	Restores messages to the email server with intact headers which can provide forensic data for archiving and legal purposes.
30-day Emergency Inbox is available for users on all modusCloud packages.	

Instant Replay

With modusCloud's Instant Replay feature, end users can easily replay successfully delivered emails received in the last 30 days that may have been wrongly deleted or accidentally removed from servers.

Features	Benefits
Instant Replay can replay any inbound email received in the past 30-days.	Can replay the delivery of any inbound email in the past 30-days.
Individual user access and ability to recover individual emails without the need for administrator action.	Allows administrator to provide a self-service option to any user who needs to recover individual emails.
Instant Replay covers the gap between when the last backup was completed and the point of server failure, ensuring no emails are lost.	Recover messages without the risks and headaches of email backup restores.
	Ensures that all email is received during an email outage and properly backed up when service is restored.



Email Spooling

Email Spooling and failover provide a comprehensive, low-maintenance answer to your backup MX management needs. It preserves email metadata during an outage and delivers quick restoration of SMTP traffic to the primary site once recovery is detected.

Features	Benefits
30-days email spooling protection.	Activated automatically without requiring any administrator intervention 24x7x365.
Instant and automatic activation.	Avoids burdening IT staff by automatically detecting and monitoring destination server availability and deciding when to invoke failover configurations.
Always-on SMTP deferral, failover and queue protection.	Delivers quick restoration of SMTP traffic to primary site once recovery is detected, reducing system complexity and administrative headaches.
Administrator access to control automatic failover order and status.	Provides a comprehensive, extremely low-maintenance answer to your backup MX management needs.
Quick, automatic reset to primary site.	



Archiving

Eliminate data storage constraints and meet legal and regulatory obligations with modusCloud's 10-year cloud archive, which ensures growing businesses can stay protected and compliant.

Features	Benefits
Real-time envelope journaling for local Exchange and Office 365.	Instantly archive all inbound, outbound and internal messages received by and sent from your Microsoft exchange server or Office 365 account... This feature protects the email metadata, ensuring that all mail is actually archived at the point of origin and final destination.
Support for Microsoft SBS. Exchange 2010, 2013 and 2016, and Office 365.	Easily understand what messages are being searched for, including what actions are taken with each archived message such as exported, forwarded to or redelivered.
Unlimited storage.	modusCloud's super-fast indexing technology and message retrieval results let users retrieve, re-deliver, forward or download email messages in seconds, even if the original email message was received years ago.
Storage and instant retrieval of as much as 10 years of email.	Archive an unlimited volume of email in the cloud with up to 10 years retention for a single fixed cost per mailbox per year. Easily define an organizations retention policy, ensuring that email is never lost.
Territory-based archiving.	Using our cloud infrastructure, modusCloud offers an unlimited storage archive with in-territory archiving. European customers' email is archived in the EU and our U.S. clients' email is archived in the USA, supporting the requirements of the EU data protection directive.

Features	Benefits
Configurable retention policy.	Quick initial setup and no ongoing administration. No need to deploy, manage and upgrade expensive hardware, software and client plug-ins.
Detailed email archive logs.	Reduce local email stores thus improving server performance and shortening backup times.
Segregated and secure archive per customer.	Meets industry and legal compliance requirements for the storage of archived email.
Tamperproof and off site.	Email content is impervious to tampering or alteration of any kind. Users can extract a binary replica of an email message for legal purposes.
	Unable to manipulate email content in anyway with the ability to extract a binary replica of an email message for legal purposes.



Search and eDiscovery

modusCloud's email archive comes with advanced search capabilities for easy and efficient retrieval of specific emails and attachments, while convenient eDiscovery features save IT staff time on the cumbersome process of producing email documentation for legal proceedings.

Features	Benefits
Fully hosted solution.	Powerful search functionality and scalable cloud-based processing resources. Provides fast results from multiple points of access anywhere in the world.
World-class search and legal discovery.	Support for multiple email servers to create one searchable off-site email archive.
Configurable retention policy.	Offers high-availability option.
Easy-to-use search archive audit log.	<p>Easily understand what messages are being searched for including what actions are taken with each archived message such as exported, forwarded to, or redelivered. Easily detect and follow customer conversations and detect any previous agreement confirmed via email with little effort.</p> <p>Easily detect and follow customer conversations and detect any previous agreement confirmed via email with little effort</p>
Saved searches.	Users can save any search they create in order to reuse it when necessary.
Legal hold.	Suspend disposition of email during important discovery events.
Configurable administration roles.	Users in the email archive can be granted various permissions including end users who can search their own archive, discovery users who can access the archive for the entire organization and administrators who can make configuration changes.



Management

Multi-Level Logins

modusCloud's interface meets the management needs of all user types, including those who need high-level and group controls and those who want to give end-users more control over their personal account settings.

Features	Benefits
User-level access.	Allows each end user to access their own console. Users can manage personal email filters and spam sensitivity settings, access their personal Emergency Inbox directly and search consolidated email logs for their primary email address and all aliases. They can also search their personal email archive.
Company level access.	Company-level administrators can manage both the settings for the entire company and individual users separately. They can: <ul style="list-style-type: none"> • Manage email filters for the business • Set spam sensitivity for the entire business or adjust it for individual users • Search company quarantine • Locate messages for individuals

Domain Management

From administrative-level login and above, unlimited domains can be managed through modusCloud's easy-to-use console. Each domain can then be managed independently or as a group.

Features	Benefits
Supports host name and IP address.	Administrators can self-service domain management by specifying new domains and matching destination servers. These can be set as a host name or static IP address domain.
Multiple domains with separate destinations.	Add unlimited domains under one organization account.
Instant failover.	Each registered domain can have a number of real-time failover server destinations. Once the primary destination becomes unavailable, modusCloud instantly attempts delivery to the real-time failover site and automatically recovers once the primary delivery site becomes available.



Comprehensive and Instant Log Search

Email logs contain a 30-day history for each user. Users can quickly and easily search the email logs for both inbound and outbound filtered email, including alias addresses imported from active directory or added manually.

Features	Benefits
Comprehensive log information.	Logs show the summary status (delivered, blocked, quarantined, and more) and detailed information of emails processed during the last 30-days. This feature enables comprehensive email management and troubleshooting. Emails can be quickly and easily reported as spam, released from quarantine, confirmed as delivered and re-delivered to the user in their original form using Instant Replay.
Instantly searchable email log.	Email details are searchable in the email logs immediately after being processed by modusCloud, enabling instant email management and troubleshooting
Individual log search.	Users can search their own email logs and use the Instant Replay feature to re-deliver inbound emails to their inbox.

Active Directory Sync for Exchange and Azure

Active directory keeps your user information up to date by automatically syncing with the platform.

Features	Benefits
Synchronize user mailboxes and associated aliases.	modusCloud's Active Directory connector connects to your network and queries the directory, returning users and all their corresponding email addresses. Users are then registered within modusCloud, replicating email accounts and enabling management within a familiar directory layout.
Synchronize and filter functional accounts—free of charge.	Import functional accounts such as distribution lists, email enabled security groups and public folders, allowing these accounts to be managed free of license costs and separate from normal users on the platform.
Automatically updates.	modusCloud's Active Directory connector syncs with your network automatically (Exchange up to every 24 hours and Azure up to everyhour).



About Vircom and modusCloud

Vircom believes in providing the best solutions and support to IT admins, growing businesses and channel partners. With more than 2 decades of award-winning experience in all facets of the internet - and a reputation as security masterminds - we consider your productivity our productivity, and we'll do everything to protect it so that it can grow. With all that in mind, Vircom's modusCloud is formulated to offer unparalleled value as a next-generation email filtering, threat protection and services platform that allows you to do more to protect your organization and clients, whatever threats may come.



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