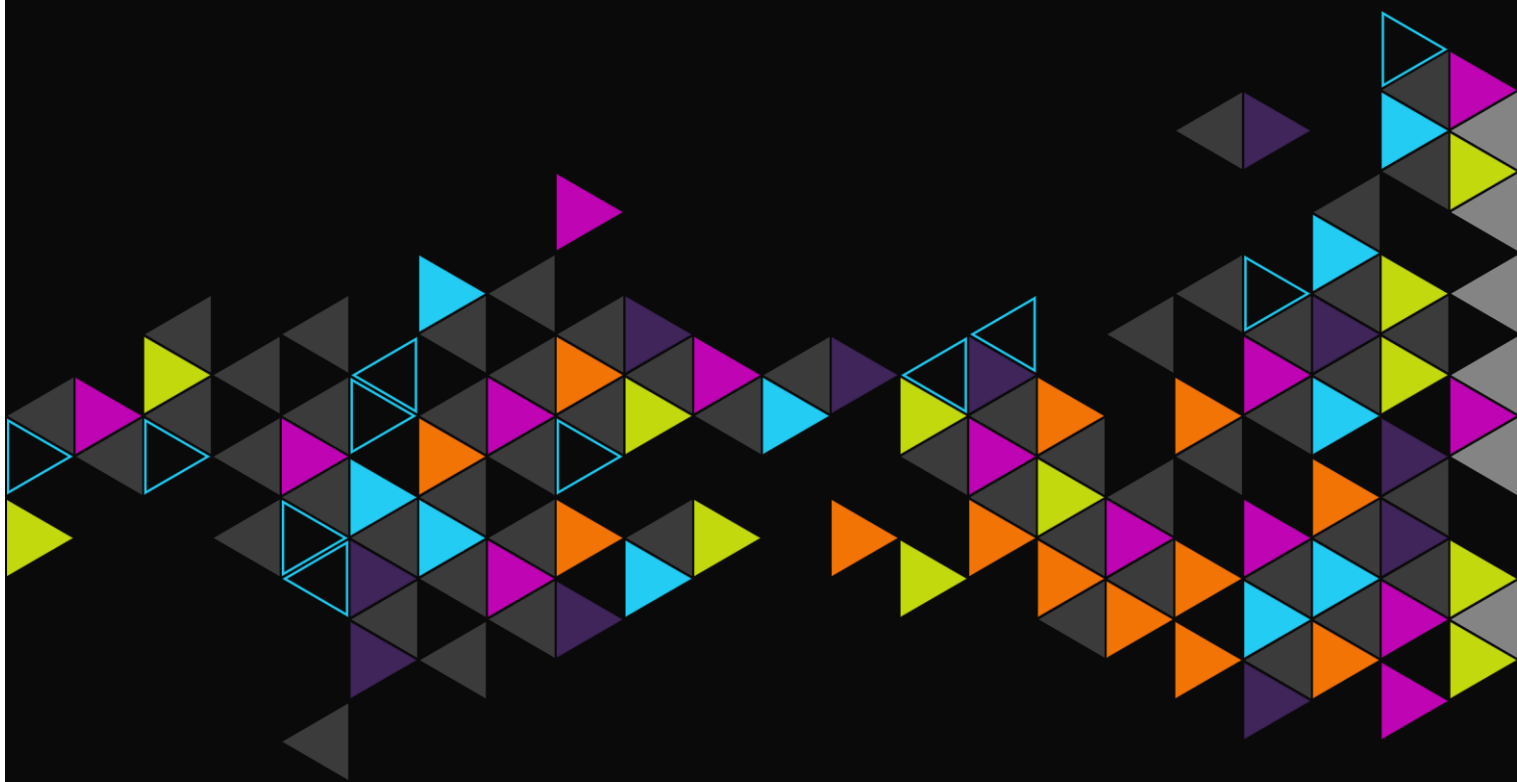# MailStore SPE

Email Archiving for Service Providers

Service providers will be able to broaden their portfolio and offer their customers all the advantages of modern email archiving as a service thanks to MailStore SPE. You can run the MailStore SPE on your own infrastructure and adapt it precisely to your requirements.

MAIL STORE ®

Start Providing Email Archiving as a Service

You can now provide your customers with modern email archiving as a service thanks to the MailStore Service Provider Edition, thereby adding another key component to your email service portfolio. The MailStore Service Provider Edition is delivered as a software solution; you can run it per your own individual requirements on your own servers.

Extensive scripting and branding options make it possible to integrate the MailStore SPE into the existing range of products and the existing infrastructure and allow you to make the most of the solutions' potential for increasing sales and customer retention.

- Software solution for own or leased Windows infrastructures
- Freely scalable to any number of customers
- Supports practically all email systems and archiving methods
- MailStore technology already used by tens of thousands of organizations

Advantages for Providers

Expand Your Service Portfolio

Additional Revenue
Generate additional and long-term revenue. If desired, you can also integrate accompanying services such as consulting and setup into your service portfolio.

Simple Cross-Selling
Simply and effectively offer your archiving service to existing and new customers as a cross-selling proposition for existing email services.

Outpace the Competition
Not all service providers offer email archiving as a managed service. Fill this gap in the market – don't wait for another provider to do it!

Acquire New Customers
Many companies are actively looking for a solution that can help them to meet legal requirements to archive their emails and help fulfill compliance requirements. Tap into this potential.

Increase Customer Retention
By offering e.g. several managed services around email, you could achieve a high level of long-term customer retention.

Why MailStore SPE?

Maintain Control
You operate the MailStore SPE yourself on your own IT infrastructure. This way, you maintain control over the solution and your customers. You are free to set your prices for your end customers independently and you can customize the solution using extensive branding options.

Versatile Technology
The MailStore SPE supports virtually all email systems and archiving and access methods. This way, you can implement various application scenarios and serve virtually all types of small and medium-sized businesses. Scripting options also make it possible to integrate the MailStore SPE into your own IT infrastructure.

For Small and Large Numbers of Customers
Providers with a low number of customers/users can operate the MailStore SPE in an easy-to-use single server mode. The MailStore SPE is freely scalable to any number of customers in multi-server mode (it is possible to simply switch between the modes at any time).

Basic Concept

Instances

When end customers select a cloud service provider for their email archive, they need a service that will support them to ensure the integrity, availability, and confidentiality of their business-critical information. The MailStore SPE provides each end customer with their own self-contained MailStore instance that operates completely independently of those belonging to other customers.

Instance Administration

The instances are centrally managed by the service provider using the web-based management console or the API. This includes the setup of new instances and the management of storage locations within the archive. The so-called archive administrator is responsible for the tasks that run within an instance. These include the compliance settings and the permissions management.

Depending on the specific requirements, either the service provider or the end customer can perform this role. The special feature: Only the archive administrator can be given access to the emails archived within the instance. This feature can be used to implement business models, if requested, where the service provider does not have direct access to the end customers' data.

Range of Features for End Customers

Cloud services for email archiving often provide only a reduced range of features as well as very basic interfaces for archiving and archive access when compared to on-premise solutions. When the end customer invests in the MailStore Service Provider Edition, they receive a fully operational MailStore instance, with the same comfort and flexibility of a MailStore Server® on-premise solution.

Advantages for End Customers	- Assisting with regulatory compliance - Help customer meet their obligations under the EU's GDPR - Fast full-text searching for emails and attachments - Helps to protect against data loss - Reduce the workload of mail servers - Save up to 70% storage space - Simplify backup and restore - Independence of cumbersome PST files - Eliminate mailbox quotas
Supported Email Systems	- Microsoft Exchange Server versions currently supported by Microsoft - Microsoft 365[1] - Google Workspace - All IMAP or POP3-compatible email servers - MDaemon, IceWarp and Kerio Connect - PST, EML and other email files - Email clients such as Microsoft Outlook
Flexible Archiving	- Make sure that all your business emails are archived by setting up the configuration for journal archiving (i.e. archiving all emails as soon as they are received or sent) - You can also archive existing mailboxes, public folders, shared mailboxes and PST files
Fast Search Access	- Users can access the archive using a seamless integration with Outlook, Web Access or IMAP - MailStore instances offer fast full-text searching for emails and all types of file attachments - Users can restore emails from the archive to their mailbox themselves by using one-click restore

Further information about the features and technical specifications of MailStore Server can be found under:
https://www.mailstore.com/en/products/mailstore-server/

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[1] All references to Microsoft 365 interchangeably apply to the Office 365 Enterprise plans and other plans that kept Office 365 in their name.

MAIL STORE®

Architecture

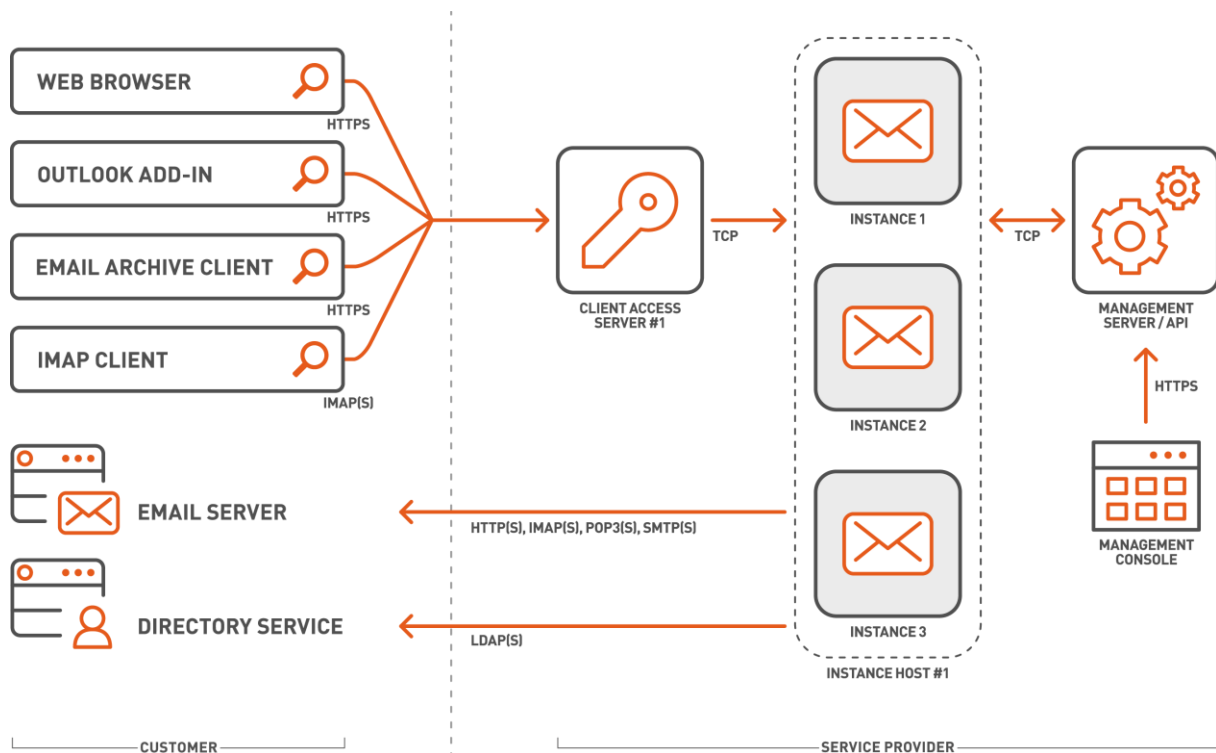## Components

|	
Management Server	The management server is responsible for centrally managing and monitoring all components of the MailStore SPE. The administrator can control the system either using the web-based Management Console or via an API.
Instance Hosts	Instance hosts are used to operate the instances that have been created for the customers. If the existing instance hosts are running at full capacity, it is possible to add further instance hosts to run additional instances.
Client Access Server	End customers access their instances via the client access servers. By running multiple client access servers, different load balancing and security concepts can be implemented.

Applications Scenarios

1 | Single Server Operation

This mode is suitable for service providers with a smaller number of customers or users. It can be set up in just a few minutes. In this mode, all MailStore Service Provider Edition components are installed in a single setup process onto just one server. Multi server mode can be easily migrated to, should customer numbers increase.
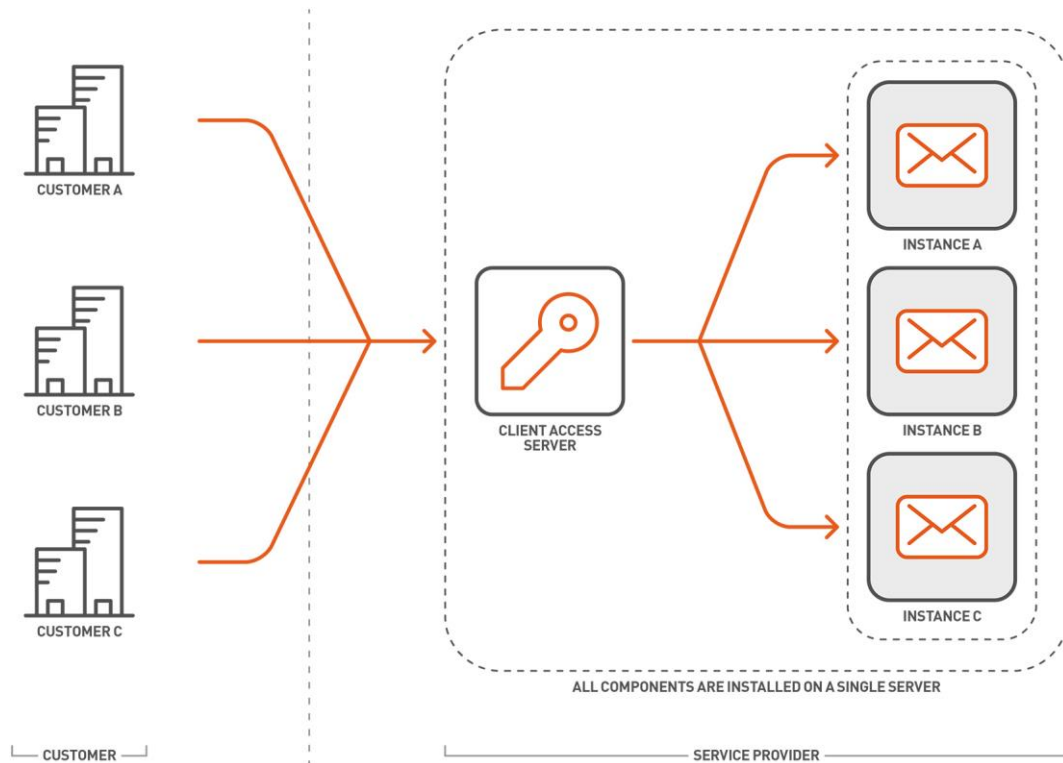
2 | Multi Server Operation

When choosing multi server operation, the individual components of MailStore Service Provider Edition (instance hosts and client access servers) are run on different servers and managed and monitored centrally via the management server.

3 | Virtual Private Clouds
Provided by the Service Provider

MailStore SPE can also be used to implement security concepts usually found in scenarios where each customer company should get its own secure environment (often referred to as a virtual private cloud). Due to the trust relationships between the different MailStore SPE components, is it necessary to outline two different scenarios:

Scenario	
Central Management Server	This scenario, which employs a central management server for all private clouds, is recommended if the service provider has been granted exclusive administrative access to the instance hosts and the client access servers.
Dedicated Management Server	If end customers are granted administrative access to the instance hosts and client access servers within the private clouds assigned to them, an individual management server must be operated for each private cloud.

4 | Private Clouds
Operated by End Customers

MailStore SPE can also be operated by larger end customers for their own companies without the involvement of an external service provider. The customer may choose between single and multi-server operation depending on the size of the company and its requirements (see above).

System Requirements

Supported Operating Systems

- Microsoft Windows Server versions currently supported by Microsoft

Additional Requirements

The requirements depend on your general set-up, the number of customers you have, and the size of those companies. Please take advantage of the comprehensive consultation services of our SPE team. Our services are also available during the test phase.

Additional information is available in the MailStore SPE Help section.

Getting Started

Branding

A MailStore SPE installation must carry the branding of and be customized to match the corporate design of the service provider and be offered under a separate name. This white labelling allows all service providers maximum freedom in designing their services (including pricing). The branding option is available to all service providers free of charge and can be implemented independently using the technical documentation.

Licensing

After deciding to permanently use the SPE, service providers are billed monthly and based on usage. A free NFR (not for resale) instance can be permanently used for the service provider's own email archiving for up to 25 users.

Free Trial

After registering with no obligation, we are happy to provide you with a product key for a trial period of 30 days. The initial test should be carried out in single server mode as it allows you to install the MailStore SPE and begin using the program within minutes.

Contact Us

Our team is available to discuss the details of your individual system scenario and help you plan your deployment of the MailStore SPE.

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