



CBAI SECURED SOLUTIONS FOR COMMUNITY BANKS

ENHANCED EMAIL SERVICES *POWERED BY INTERMEDIA*



CBAI ENHANCED EMAIL SERVICES

- Enhanced Email Service – explanation of different email service offerings and how they apply to member banks.
- Email Encryption – What types of email encryption services are available to CBAI hosted email customers and how they impact customer security
- Email Retrieval – Archiving and eDiscovery methods explained and what that means for litigation or HR resources.
- Mobile Device Management – Examiner thoughts and best practices on mobile device management in the workplace.
- Ease of Deployment – How hard is it to deploy all of these options and how do they work together.



WHAT IS POP3/IMAP/EXCHANGE EMAIL?

POP3	IMAP	Exchange
Basic unsecured email service	Messages stored on server	Messages stored on server
Archiving manual by end user	Uses POP3 storage backbone	Much more security options
Limited security	Archiving manual by end user	Policy based archiving/encryption
Small mailbox size	Limited security	Large mailbox size
	Small mailbox size	Stored in proprietary database
		Enhanced integration
		More stability
		Better mobile support
		Compliance Support



WHAT ARE SOME BENEFITS OF ENHANCED EMAIL?

- By utilizing the Enhanced email offering provided by CBAI you are getting some of the following benefits:
 - 99.99% Guaranteed uptime of email services
 - Far faster access to email and related services on a global platform
 - Guaranteed SLA responses for support of email platform
 - Many additional integrations with robust solutions
 - DDoS prevention services provided by a global distributed network
 - Access to services such as Archiving, eDiscovery, Encryption, Collaboration, etc.



ADDITIONAL INCLUDED BENEFITS?

- Shared Calendars – Enhanced email allows bank members to share calendars securely with other users as well as outside vendor or clients for collaboration on meetings and events.
- Shared Contacts – Allows members to create contact lists that can be shared to departments or individuals as needed. Removes the requirement of each employee creating a new list of contacts.



WHAT ABOUT MY MOBILE DEVICES?

- POP3 & IMAP setup on mobile devices is cumbersome and typically requires support staff to work with the end user to configure properly. There are also no way to remove company email and accounts from mobile devices after termination
- Enhanced email solutions enable mobile device management, implementation becomes much easier and requires little to no user experience to configure. Mobile device policies allow complete removal of company email and accounts on termination without the loss of data for potential litigation.



EMAIL ENCRYPTION IS ON THE RISE!

- It seems that email encryption is one of the most talked about services currently being looked at by examiners. If the examiners use email encryption services themselves then it stands to reason that banks should as well.
- Email encryption is a marketable benefit and creates a greater peace of mind for bank customers that their data is secure.
- Policy Based Encryption – allows banks to set standard corporate policies on data leaving the banks network and what to do with it on a broad scope.
- Manual Encryption – allows an individual to force encryption on an individual email that they determine to be privacy related.
- Encryption interfaces – The customer will receive an encrypted email message asking them to click a link to view the message. It will then force them to setup their account to view the email. These emails cannot be printed or saved out of the system in most cases as well as responses to the email are returned encrypted as well.



HOW IS MY EMAIL STORED?

- POP3/IMAP Storage – emails accounts utilizing POP3/IMAP services are set to default mailbox sizes of 250Mb
- Enhanced Email – email accounts utilizing the enhanced Exchange services are set to a default of “Unlimited”
- Archiving Explained – Archiving can be achieved automatically or manually depending on the email solution. Archiving allows a backup to be made of all emails within the Archival criteria. This archive can then be removed from the server and stored on other media for access later.
- eDiscovery Explained – This service is in place to ensure that records are kept of all email transactions and can be referenced for litigation, compliance, or security needs. These services require much more additional thoughts and documentation by the bank on exactly what is permitted and what is not permitted through email communications.



MORE INFORMATION ON MOBILE DEVICES

- Examiner's Point of View – "If employee has access to corporate data on a mobile device then the corporation should own that device..."
- Banks should at least create a written policy on email and electronic communications that directly spells out allowed usage of mobile devices for corporate/personal use. These should be signed off on during the hiring process.
- Enhanced Email Services – The enhanced services allow the bank to provide its policies on email communication and have them enforced on all devices accessing email data. This ensures adherence to the communication and access policies provided by the banks.



HOW HARD IS IT TO DEPLOY THESE SERVICES?

- Enhanced email services are very easy to deploy and may utilize any of the methods below.
 - Emailed setup link
 - Web based setup
 - Executable
 - Written instructions
 - Phone support
 - Helpdesk support



HELPDESK AND SUPPORT PLATFORMS

- Helpdesk and Support for the CBAI hosted members will now be utilizing a Premiere helpdesk platform to eliminate “middle man” support for member banks which allows:
 - Automation, Escalation and Project Management
 - Reporting on SLA’s and Tickets enable true tracking of a request from start to finish
 - Timed management escalation ensures that no request falls through the cracks
 - Vendor and Contractor management for large projects (Exchange migration, etc)
 - Enables true insight into support practices and rapid response to customer events and requests



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WEBSITE HOSTING & ENHANCED EMAIL SERVICES

FOR MORE INFORMATION:

CBAI WEBSITE HOSTING AND ENHANCED EMAIL SERVICES

MIKE DUKE, CBSC VICE PRESIDENT

800.736.2224 – 217.529.2265 – MIKED@CBAI.COM

JENNY DIAL, CBAI SENIOR VICE PRESIDENT OF OPERATIONS

800.736.2224 – 217.529.2265 – JENNYD@CBAI.COM

