

# Conversational Office 365



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## Learn about:

- The benefits of Office 365 for end-users and admins
- The top 10 key takeaways on what Office 365 is and does
- The top 10 migration tips for moving to Office 365

**2nd  
Edition**

By **J. Peter Bruzese** (Office Servers and Services MVP)  
with **David Hood** (Director of Technology Marketing at Mimecast)

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By J. Peter Bruzzese  
with David Hood

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## Publisher Acknowledgments

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## Note from the Authors

I've been working with Exchange for nearly 20 years and I've enjoyed seeing the product evolve with each new on-premises release. With Office 365 I don't see it as the end of Exchange, but rather the opportunity for organizations to have Exchange, SharePoint, Skype for Business, Yammer (along with a host of other tools) all under one administrative console without all the stress of hardware infrastructure, installation, management and so forth.

Each organization must make their own decision on whether Office 365 is right for them from a pricing perspective, a security perspective, a functionality perspective, etc... However, I believe Office 365 to be the future. Enterprise collaboration and communication "as a service" without all the muss, fuss and expense of on-premises hardware. New features designed and delivered cloud-first (so you get them fast) and mobile-first (so you gain a unified experience across desktop/tablet/mobile). That is what Microsoft is delivering through the Office 365 software-as-a-service solution.

J. Peter Bruzese



The numbers tell a compelling story around the move to Office 365 and the paradigm shift to the cloud. 80% of the Fortune 500 use Office 365 and at the time of going to print, Microsoft has announced twenty-eight straight months of adding over 50,000 organizations to the service. Wow!

No doubt the cloud is the future but every organization needs to perform the diligence to assess alignment with their IT strategy and communication goals. The risks to communication don't change whether the platform is run on-premises or in the cloud. As my fellow author likes to say, "Don't sleepwalk into the cloud". With a little planning the transition will be a smooth one and any bumps in the night can be avoided.

David Hood



## The “Conversational” Method

We have two objectives when we create a “Conversational” book: First, to make sure it’s written in a conversational tone so that it’s fun and easy to read. Second, to make sure you, the reader, can immediately take what you read and include it into your own conversations (personal or business-focused) with confidence.

These books are meant to increase your understanding of the subject. Terminology, conceptual ideas, trends in the market, and even fringe subject matter are brought together to ensure you can engage your customer, team, co-worker, friend and even the know-it-all Best Buy geek on a level playing field.

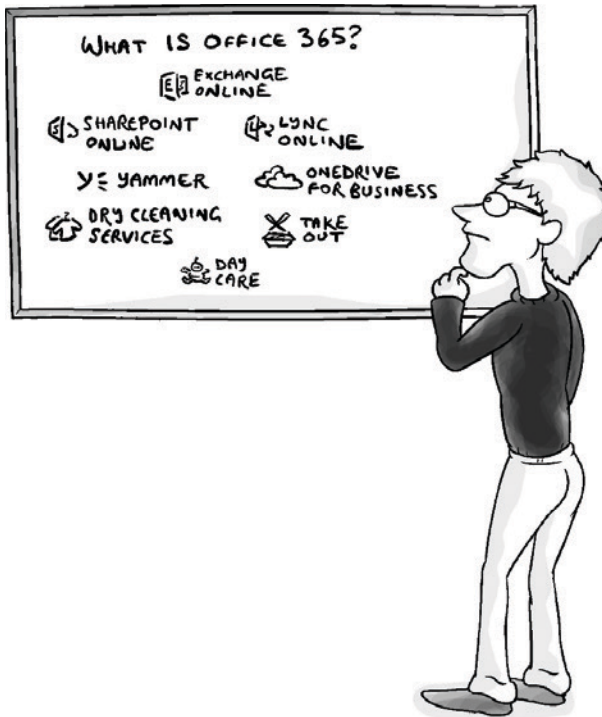
### “Geek in the Mirror” Boxes

We infuse humor into our books through both cartoons and light banter from the author. When you see one of these boxes it’s the author stepping outside the dialog to speak directly to you. It might be an anecdote, it might be a personal experience or gut reaction and analysis, it might just be a sarcastic quip, but these “geek in the mirror” boxes are not to be skipped.



Within these boxes we can share just about anything on the subject at hand. Read 'em!

# Office 365 for End-Users



What is Office 365? There are two answers to this question, one for the end-user, those folks who use the services provided by Office 365, and one for the IT professionals and decision makers within a company. This book will attempt to answer the question for both groups.

So we ask again, WHAT is Office 365?

Office 365 is Microsoft's cloud suite of collaboration, communication and productivity tools. In late 2015 the Office Blog called it "one of the fastest growing business in Microsoft's long history of providing innovative technology products".

At the April 2016 FY16 Q3 results, CEO Satya Nadella said Office 365 has over 70 million active users, with the number of licenses sold but not used likely much higher, according to Microsoft MVP Tony Redmond.

As fast as it is growing, there are still many who don't really know what it is. In truth, the name is a bit confusing. It's good to note that its predecessor had an even worse name: Business Productivity Online Suite (or BPOS for short).

The reason Office 365 is confusing is because many folks think it is referring to the next flavor of Office, and to a degree they are correct (I'll explain that). But the primary offering is actually Microsoft's hosted (aka online in the "cloud") versions of Exchange (Exchange Online), SharePoint and Skype for Business (as well as a variety of other tools depending on the plan chosen).

Let's break down what Office 365 is all about.

## Office 365: The End-User Perspective

Let's start with something simple. Do you have an email account? Maybe one at work or with Gmail or Yahoo, etc... That means you have a mailbox (or several mailboxes). And that mailbox is either sitting on a computer at work (called a server) or it's in the "cloud".



The reason much of this discussion is so Exchange focused is that Exchange Online is the #1 workload for 365 according to a recent poll by Redmond Magazine.

If the mailbox is on a server located at work we say that it is on-premises because you can literally walk over and kick the server (but it's better if you don't). If it's in the "cloud" that means it's sitting on a computer (still called a server) in a big, air-conditioned building called a datacenter located who knows where. To quote from a book called Rogue Code by Mark Russinovich "They might call it the cloud but it is, in fact, just someone else's computer."

Datacenters are large, Costco looking warehouse buildings that are heavily secured inside and out.



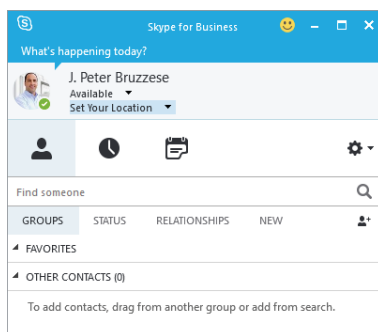
**Example of a Microsoft Datacenter in Ireland**

Well... you didn't really think your data was in the SKY right? We're not going to deep dive into the cloud, which is a mystery... "nobody understands the cloud!" except to say that Amazon has its cloud, Google has it's cloud, Apple has it's cloud and Microsoft has it's cloud and cloud-based services: like email.

So from a simplistic point of view the difference between your mailbox being on-premises or in the "cloud" is that you can kick the server on-premises, but if you find the location of your datacenter and make your way to it and try to kick a server you will be taken down by security before you get within feet of the perimeter. And if you did manage to sneak in, there is no way you would ever find the server with your mailbox. Ever.

So, are we saying that Office 365 is just an email solution offered by Microsoft? That is one of its many features (and a primary one at that). Microsoft wants you to trust them with your mailboxes. Is it free? Like Gmail? Well, Gmail is free to individuals, and Microsoft Live accounts are free to individuals too. But Office 365 is a subscription service and the offerings go beyond just email.

Office 365 is a suite of services that include email, collaboration through an intranet SharePoint site, online conferencing/IM/presence, file storage and sharing through OneDrive for Business, enterprise social networking through Enterprise Yammer, Office Online, desktop versions of Office (including Word, Excel, PowerPoint, Outlook, Notepad, Access, Publisher and Skype for Business) and a host of other services depending on the plan you choose.



### Skype for Business

In some cases, desktop versions of Office are included as part of a subscription plan so that rather than purchasing a full license for Office for several hundred dollars you can purchase a subscription-based Office (which is now Office 2016 at the base) that you pay for monthly. Same solution, different pay structure.

Note: There are several “home” version plans of Office 365 to choose from but this book is centered in on the business side

of Office 365 and there are business and enterprise plans to consider.

## The Big Takeaways

Office 365 is a cloud-based, subscription solution with a variety of plans and services to choose from. Let's break this down piece by piece.

1. In the Cloud: (don't look up) This means your services are provided by servers that are not on-premises but hosted in Microsoft's datacenters.
2. Subscription-based: A plan is chosen and a monthly, per-user fee is paid depending on the plan that is chosen. So rather than paying a lot of money up front, the money is paid as a subscription over time.
3. Plans: Plans vary based on the size of your company and features you need. Some plans include a subscription version of Office 2016. Different plans have different services and features too.
4. Services/Features: The services you may want include Exchange Online, SharePoint Online, OneDrive for Business, Skype for Business, Yammer, Planner, Office 365 Video and so forth.



With all the new tools people are provided within Office 365 it's essential that training be provided to end users so that they can make the best use of those tools and get the most out of them.

# Office 365 for IT Administrators



Beyond the basic explanation of “what is Office 365?” there are so many questions that IT admins naturally have with regard to these services. What am I really getting? How much am I really paying? What’s the best way to migrate? The list goes on and on.

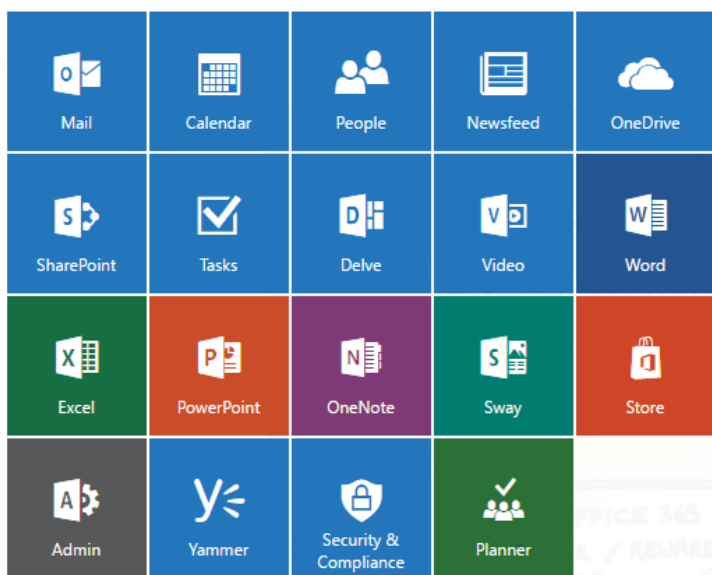
To start, let’s go through the list of key services being offered within Office 365.

## Office 365 Services

- Exchange Online: Allows you to have business-class mailboxes for your company handled by Microsoft. Microsoft makes sure they are redundant (multiple passive copies), available, secure, etc...
- SharePoint Online: Allows your company to share documents and collaborate through workflow tools.
- Skype for Business Online: Provides IM and presence capabilities, as well as online meeting tools (audio/video conferencing and screen/application sharing).
- OneDrive for Business: Cloud storage to store, sync, share and collaborate using any device.
- Office Apps: Word, Excel, PowerPoint and OneNote Online provide a subset of features for online document editing and such. Not as robust as their installable counterparts, but nice to have, especially when working on a system without those applications.
- Yammer Enterprise: A business-based social networking tool for people in your company. Like in-house Facebook! You can post messages, pictures, documents, etc... and communicate and collaborate with colleagues through Yammer.
- Mobile Apps: There are a variety of different mobile apps to help you work with your Office 365 solution including Office for iPad, Office Mobile (already installed on your Windows phones and available for iPhone and Android models), Outlook Mobile, Skype for Business Mobile (also available for Windows phones, iPhone/iPad and Android), OneDrive app and more.

Microsoft is always releasing either new services or new/improved features to existing services. It's one of the benefits to having services in the cloud. The release cadence is incredible (and hard to keep up with at times).

To see and access features, you may need to log into the web portal for Office 365 and access them through the App Launcher.

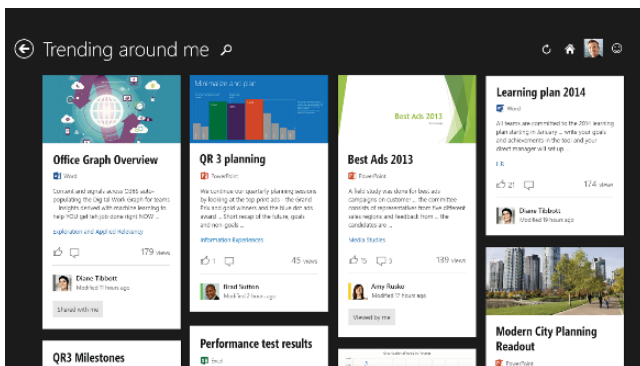


Office 365 App Launcher

Recent new features and enhancements include the following:

- Office Graph: Uses machine-learning techniques to connect you to what it determines to be relevant documents, conversations, and people. It watches what you do, what interests you, and what you treat as important to provide a personalized experience around your workflow.

- Office 365 Video: Provides the ability to upload video content to your company portal so that you can share this kind of content quickly and securely. Note: Microsoft also announced a new solution called Stream for next-gen video services to replace Office 365 Video.
- Clutter: We all receive email that we may have signed up for (such as a newsletter); that email is not junk, but you probably don't consider it very important. Clutter uses the intelligence of Office Graph to see how important (or unimportant) email is to you. It learns over time your levels of importance, then uses that analysis to separate the clutter from other inbox items. You can quickly scan the clutter, mark individual items as "not clutter," and take action on the rest of it, such as deleting it all. Of course, if you don't like the feature, you can turn it off.
- Delve (code name was Oslo): works with Office Graph to create a Pinterest-like trending view based on what you're working on. It is tailored to you personally.



Delve (graphic from blogs.office.com)

## Plans and Administration

As mentioned, Office 365 is all about the hosted services you can obtain by choosing a package that fits your needs. At the same time it's also about subscription Office (if you pick a plan that includes the Office suite). There are Business and Enterprise (E1/3/5) plans to choose from. There are also options for Education, Government, Nonprofit and Home (for personal plans).

Every plan you choose has a base of services and if you need additional services not in your plan you can either choose the next plan up or add services a la carte (so long as that makes sense financially when compared to choosing the next plan up).

Select a plan

See options for:  
Small Business  
Education  
Government  
Nonprofit  
Home

|  |   |  |  |
|--|---|--|--|
| Office 365 ProPlus                           | Office 365 Enterprise E1                    | Office 365 Enterprise E3                     | Office 365 Enterprise E5                     |
| \$12.00<br>user/month<br>(annual commitment) | \$8.00<br>user/month<br>(annual commitment) | \$20.00<br>user/month<br>(annual commitment) | \$35.00<br>user/month<br>(annual commitment) |
| Buy now                                      | Buy now                                     | Buy now                                      | Buy now                                      |
| Learn more                                   | Learn more                                  | Learn more                                   | Learn more                                   |

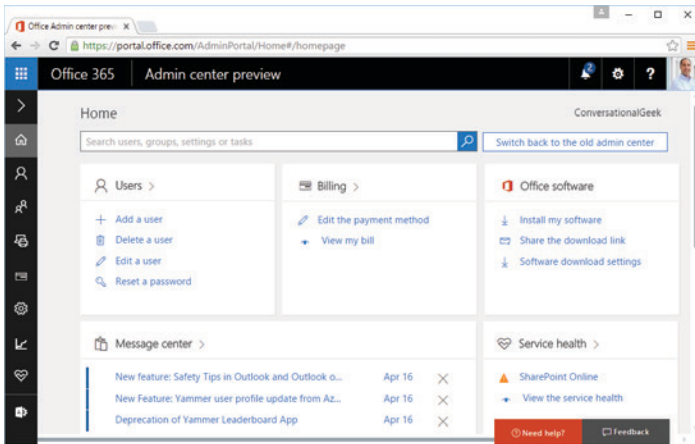
### Several Plan Options

Logically, the plan you choose will have a price tag attached and this will often drive the decision on which plan is best for you. You want to be careful that the plan you choose includes features you want. For example, if you get a “business” plan, you may not have some of the regulatory compliance features you would like to have (like premium journaling) included in an “enterprise” plan. You can always upgrade your plan if you need to but it would be better to know up-front what your plan supports. These plans are not just based on number of seats, they have enabled/disabled features to consider and some include Office while others do not.



I personally love working with Office 365. When I log into the Office 365 admin center I'm greeted with an overview of services. I can see immediately if there are any issues with my services and see if there are health issues.

I can easily add new users to my portal, pull up reports and more. It's very easy. When working with specific features of Office 365, like Exchange Online, I have the ability to work with a similar web-based portal solution to what I use on-premises. So from an IT admin perspective it's great to not have to learn a whole new interface when working.



**Office 365 Admin Center**

Often times with hosted solutions it doesn't work that way. You get some kind of proprietary tool set (web-based) that gives you very limited options. But with Office 365 you get a very robust administration experience. As close to on-premises as you can hope for with a hosted solution in my opinion.

In addition, you can establish a remote PowerShell connection to Office 365 and perform many (but not all) tasks through the command-line as you would through the Shell.

## Migration Considerations

Planning on making that move to Office 365? There are a few decisions you'll need to address first.

Based upon your current Exchange infrastructure, will you need to utilize Exchange 2016 to make the migration work? If you are running Exchange 2003/2007 you can do a cutover migration (meaning a quick, over-the-weekend) or a "staged migration" (meaning a migration in stages). If you have Exchange 2010 or later you can do a cutover or a remote move migration (aka hybrid) where you connect your on-premises to your Exchange Online. In this case you'll want an Exchange 2016 (or 2013) server in play to run the hybrid configuration wizard.



The migration type is not only based on the flavor of Exchange you have in place but also the number of mailboxes you're looking to migrate and the size of those mailboxes.

Note: There is also an IMAP migration for those looking to migrate from Google and other IMAP platforms.

### Hybrid On-Premises/Office 365

The 'hybrid' migration approach is called, by some, the best of both worlds. The organization can keep mailboxes in-house that are of a more sensitive nature while allowing Office 365 to handle non-critical mailboxes (like temporary workers perhaps).

With the hybrid model users can find each other across platforms through a common global address list (GAL) and can share calendar information (aka free/busy data). Exchange admins can use the same Exchange Admin Center tool to administrate both, which makes it convenient as well.

While the actual process for configuring a hybrid connection is quite lengthy, the process can be explained in 4 steps:

1. Synchronize your on-premises Active Directory with Azure AD using the Azure AD Connect tool.
2. Determine if you want SAME-sign-on or SINGLE-sign-on for your users. If single-sign-on (aka SSO) then you need to use either ADFS or a third-party solution like Centrify or Okta to make it work.
3. Using the latest flavor of Exchange (2016) run the hybrid configuration wizard, answer the prompts for mail flow and so forth.
4. Onboard mailboxes to begin your migration.

Yes, that is an extreme oversimplification of the migration process. There are many steps that go into making all of that happen. The Deployment Assistant is the key to making sure you don't forget anything. The assistant is a free tool that helps provide you step-by-step instructions for all sorts of deployment needs.

## Exchange Server Deployment Assistant



The Exchange Server Deployment Assistant is the IT pro's source for Exchange deployment technical guidance. Tell us what kind of deployment you're interested in, answer a few questions about your environment, and then view Exchange deployment instructions created just for you.



### Choose Hybrid and follow the prompts

The Deployment Assistant is an awesome tool because you can select what you are looking to do, answer a few simple questions and it spits out your steps for making it happen.

## Data Ingestion into Office 365

Data ingestion sounds like something you need to go to the doctor for because over the counter stuff just isn't helping enough. The fact is that while some start-up green field business cases may allow for the creation of brand spanking new mailboxes in the cloud, most folks are going to be migrating from something else. How you do that migration will depend on how many mailboxes you have to migrate and what kind of solution will work best for you.

You may also have a legacy archive solution on-premises that you are looking to migrate either over to Office 365 or to some other cloud-based archive solution. All of this is part of the "conversation" around Office 365 so it would be good for you to grasp the concepts.

Imagine you have a small business with 25 mailboxes and not a ton of data to move over. You could move existing mailbox data into PSTs and then switch your users to new mailboxes in Office 365 and then move that PST data up to the Office 365 mailbox (perhaps into the secondary in-place archive mailbox which is perfect for PST data).

How fast can you make all of this happen? Well, the Exchange Web Services (EWS) has a throttled limitation for data ingestion so if you have 20TB, 100TB, etc... of data you are going to have a bit of a hard time getting it all moved over fast. Keep in mind, you're in a multi-tenant situation. In other words, you are sharing space with other companies on that server, so Microsoft has to throttle each company to ensure no one company gets all the processing power.

You could consider moving that data to a third-party cloud-based archive system where the data can be handed over on disk and ingested directly. And if you have a legacy archive (which may be in Exchange data format or some other non-Exchange format like EMLs, Google, NFS, Notes) you can look at tools to pull that data out and migrate it over.

## Top 10 Migration Tips for Office 365

1. Create a foundation for success. Office 365 touches many parts of the organization from finance, security, legal to end users, so build broad executive support.
2. Write down the organization's cloud strategy. Make sure Office 365 supports the strategy.
3. Treat Office 365 as a series of projects, rather than one long project. Most organizations start with email.
4. Take it slow. Identify pilot users and use their experiences to ensure a smoother rollout.
5. Assess the third party solutions that provide email risk management on-premises. A gap analysis will identify missing requirements.
6. Account for legacy archives during the migration. The data is too valuable to not have access to.
7. Take a multi-layered approach to email security. Email remains the #1 attack vector.
8. Prepare for an Office 365 outage. A plan for keeping the organization productive is essential.
9. Before migrating, think about how to measure success. Identify and plan to measure SLAs.
10. Learn and benefit from the experience of others. Start with peers and migration consultants that have seen problems you may encounter.



It's important to note that it's not necessarily "easy" to migrate to Office 365. If you'd like to know more about that subject please check out our "Conversational Office 365 Migrations" book online at [www.conversationlgeek.com](http://www.conversationlgeek.com)

## Multifactor Authentication in Office 365

With so many security concerns these days it's good to know Office 365 offers multifactor authentication.

One thing to note is that multi-factor authentication is not included in all Office 365 plans. MFA is provided for midsize, enterprise, academic and so forth but not included in small business or dedicated plans.

Using an Office 365 portal just log into the Admin Center, go to "users and groups", click the little "Set up" link next to "Set Multi-factor authentication requirements" and begin enabling. Once you 'enable' the user you are going to want to notify them about the process. Note: There is a checklist of the process for admins that you may want to review including an email template for enabled users you may want to utilize. When the user signs in online they will be prompted to set up the type of secondary authentication they prefer.

The following options are presented to end-users when they go to configure the second factor:

- Call my mobile phone: When the user is called they have to press the pound key and then they are logged in.
- Text code to my mobile phone: The user receives a code that they have to enter in to proceed.
- Call my office phone: Allows user to select another phone if they don't have their mobile with them.
- Notify me through app: Can use a smartphone app for notification (available for Windows Phone/iPhone and Android).
- Show one-time code in app: Can use a smartphone app (same app just mentioned) to receive a six digit code from the app.

## The Office 365 Trust Center

Microsoft knows that it is hard to trust someone else with the lifeblood of your company... data. There have been some scary breaches in security over the past few years and it has folks a bit leery with regard to using the cloud for corporate data.

To assist people in learning all that Microsoft is doing to earn and maintain that trust they have established a Trust Center for Office 365. It focuses on how Office 365 has been designed with built-in security, continuous compliance, privacy by design and transparent operations (each subject getting its own tab to drill down a bit more on the subject).

Note: The Office 365 Trust Center URL:

<https://products.office.com/en/business/office-365-trust-center-cloud-computing-security>

Key players in the Office 365 space have been creating video content for a series called “Conversations from inside the cloud” that focuses on key subjects like “Why trust Office 365?” with Julia White (General Manager for Office 365) and Rajesh Jha (Corporate Vice President, Operations and Services Engineering). Another great one to watch is “Is your data safe at rest?” with Vivek Sharma (Partner Group Program Manager, Office 365 Engineering) which has some cool datacenter security points.

One of the benefits of the Trust Center is that you can use this content to help decision makers within your organization feel more comfortable about the move to Office 365. *You* may be convinced it’s the right move for your organization but you still have to convince the folks that write the checks and this kind of content is short, to the point, and very effective in doing just that.

## The Office 365 Online Roadmap (aka... FlightPlan)

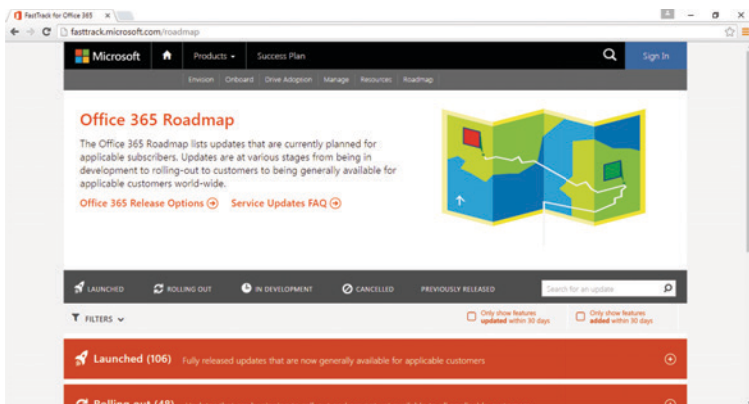
Interested in seeing the Office 365 roadmap but don't have a behind-the-scenes press pass with a signed NDA in place to make it happen? Well, Microsoft has an online road map for Office 365 that shows clearly all the features launched, being rolled out (but not yet available to all), in development, cancelled (for those features no longer in the queue or indefinitely delayed) and previous releases.

The Office 365 online roadmap is easy to see at-a-glance features so that you can easily keep up to date with Microsoft's cloud-based solution for all things collaboration and communication for your enterprise.



I figure, since Office 365 is a cloud solution, instead of calling it a road map, it should be called a flight plan. Right?

Note: The Office 365 Roadmap URL:  
<http://fasttrack.microsoft.com/roadmap>



Office 365 Roadmap

The Office 365 Roadmap lists updates that are currently planned for applicable subscribers. Updates are at various stages from being in development to rolling-out to customers to being generally available for applicable customers world-wide.

[Office 365 Release Options](#) [Service Updates FAQ](#)

LAUNCHED (106) Fully released updates that are now generally available for applicable customers

Rolling out (48) Updates that are progressing to roll-out and are not yet available to all applicable customers

Office 365 Roadmap (aka FlightPlan)

## The Big Takeaways

Office 365 is Microsoft's hosted suite of communication and collaboration solutions including Exchange Online, SharePoint Online, Skype for Business and several other options depending on the plan you choose.

There are a variety of plans to choose from with different features and price tags attached. You need to make sure the plan you choose is best for your needs.

Some plans come with a subscription to Office so that users can install the latest version of Office applications. One of the values to Office 365 is that all of the solutions (the server-side ones and end-user ones) are kept up to date and are the latest iterations of those solutions available.

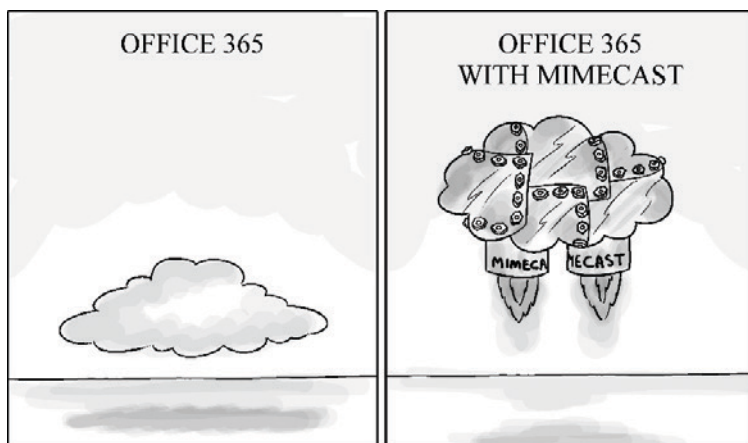
Microsoft is aggressively developing out the Office 365 platform and enhancing further the features that currently exist. You can check the public facing roadmap (aka flightplan... it'll catch on) to see what's in development for the future.

You can also keep an eye on Office blogs (<http://blogs.office.com>) to assist in staying on top of new features and future enhancements.



If you are an IT Pro looking for a deeper dive into the nitty gritty details of Office 365, I'd like to recommend a book by fellow MVPs Tony Redmond, Paul Cunningham and Michael Van Horenbeeck called "Office 365 for IT Pros". <http://exchangeserverpro.com/ebooks/office-365-for-it-pros/>

## Vendor Sponsor: Mimecast's Comprehensive Risk Management for Office 365



Most information you read about when it comes to a third-party solution is written by the third-party. They tell you “we’re awesome! And here is a document that proves it! <cough><cough> written by us <said in a whisper>”. Even if it is true it certainly does cause an eyebrow to rise and the cynical side to us comes out. Doesn’t it?

That’s why I told my friends at Mimecast I wanted them to let me write this up in my way. I want you to see their solution through my eyes. I won’t be able to give you every last bell and whistle but I will certainly be able to tell you how it will add value to either your Office 365 Exchange Online or hybrid environment. And if you aren’t on Office 365, Mimecast makes Exchange on-premises safer and future migrations easier.

Mimecast was founded in 2003 by Peter Bauer and Neil Murray. These were regular people, IT/Dev admins that saw a problem and went to work fixing it. The problem they saw was

that email was becoming more and more complex to handle. They built a cloud-based solution to the problem that provided email management and risk mitigation – and the company took off.

## Security

Email management can mean so many things, so what is it REALLY that Mimecast provides? Well, for starters, anti-spam and anti-malware. Keep the junk from ever reaching your on-premises Exchange or Office 365 servers. Mimecast's solution sits between your organization and the Internet and provides complete protection from spam, viruses, malware, whaling, zero-day attacks, ransomware, phishing, spear phishing and data leaks.

Mimecast has a service called Targeted Threat Protection (TTP) which focuses on real-time, whaling, ransomware, spear-phishing and other advanced threats. One way it does this (that I think is brilliant) is by converting incoming documents to PDF. So rather than send every document through a sandbox detonation chamber (ie. a virtual machine to open that document and see if it will do harm) it will convert it to PDF, thus rendering harmless any malicious code within. And then if the person WANTS the original document it can be sandboxed. A very creative approach to eliminate the latency of trying to sandbox every single incoming document.

Mimecast also rewrites every inbound URL for on-click protection. And identifies whaling emails that try and steal money or data. Those are just some of the cool features in TTP.

But it doesn't stop there. Mimecast has a secure messaging solution that is very customizable and easy to work with. They also have a 'large file send' (LFS) solution so that end-users can send files up to 2GB in size right through their Outlook client (if the plug-in is used).

The Mimecast Secure Email Gateway (SEG) uses several detection engines for a multi-layered approach. It includes the ability to deploy policies that assist with data leak prevention (DLP) and content control, a serious sore spot for most organizations. So, Mimecast keeps the company data confidential while keeping the bad guys out at the same time. And it does this no matter where the person is connected (LAN/WiFi/Internet) and no matter which device (desktop, laptop, mobile/tablet).

## Archive

Mimecast provides an independent, enterprise-grade archive solution with a powerful, high-performance eDiscovery service. This reduces your on-premises storage costs because the archive ensures you have an accessible copy of that data at all times.

Let me explain this a bit further because I don't think everyone understands the value of this solution. Using Microsoft's in-place archive solution is great for eliminating PST files but not great for enterprise archive and regulatory compliance protection. Why? Because end-users can delete whatever they want. And for that to stop you have to enable a form of legal hold (litigation hold or In-Place Legal Hold). This creates more storage bloat but does stop end-users from deleting things permanently. It's just not flexible and not interactive.

With the Mimecast solution you have email archived before it even reaches your on-prem/O365 servers. Users can delete whatever they want. Not a big deal. You have an archive. Now the cool thing is that this is an accessible archive, not backup tapes that sit in a vault. End-users are given tools that integrate with Outlook so that they can peruse their archive and find emails they may have deleted accidentally and restore them (no IT intervention required... just a little training). BUT... if they want to delete an email that may be incriminating... nope, not possible. Note: Mobile apps are also available.

I like to call this “preventative litigation”. Think about it. If you know, as an end-user, that everything you send and receive is being archived, is non-deletable, is easily located with eDiscovery... how stupid would you have to be to send something inappropriate? Hence, preventative litigation. A strong deterrent, if you will.

Office 365 doesn't have a point-in-time backup/recovery solution. It's one reason why I feel a separate data bank archive is valuable in the event something “bad” happens – be it human error, technical failure, a ransomware strike that requires a restore to a point in time, whatever it might be.

## Continuity

I remember at 5 years old being in the movie theatre for the first Superman with Christopher Reeves. Do you remember the part where Lois Lane falls out of the helicopter and Superman catches her saying “Don't worry maam, I've got you.” And she says “You've got me?! Whose got you!!!???” Classic line. Good question though.

So, you have all these different types of Service Level Agreements from Microsoft. SLA's promise many things and one of them is availability of your services. But what happens if/when the service goes down? It happens. It happens with on-premises Exchange and it happens with hosted solutions and even Office 365. Sure, the SLA typically offers some kind of restitution but what if you don't want restitution, you want availability of service? Microsoft cannot be its own continuity backup solution.

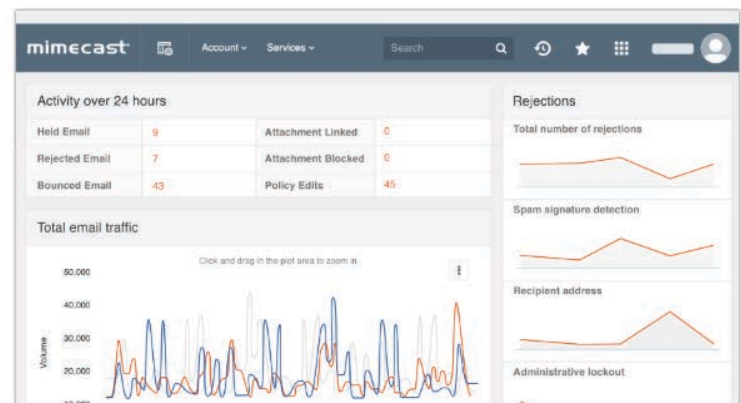
Here is where Mimecast is a brilliant solution. They keep users working during on-prem or cloud outages. Like a backup parachute, should the primary not open... you don't have to free fall, you can pull the secondary cord and glide to safety.

So, let's say the Office 365 service goes down. With Mimecast your end-users will have no idea there is a problem. They can continue to send and receive email as if there was no failure because of Mimecast's Outlook plug-in or mobile app. So they just keep working. Once your servers come back online, Mimecast will sync up with them and the world keeps turning.

And if Mimecast is also your security solution and archive solution, having an outage that requires a continuity assist from Mimecast doesn't alter your security and archive capabilities in the slightest. You are still just as protected and compliant.

## Key Takeaways

Despite the risks of moving to the cloud, by adding a third-party all-in-one solution like Mimecast you can mitigate those risks, eliminate the FUD, and plan for success rather than hope for it. The added value you will receive at such a reasonable price point is unbelievable.





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SECURITY



ARCHIVING



CONTINUITY

# Easily "converse" about Office 365 in any setting.

Office 365 is taking the world by storm but there are still many who have no idea what it is and how it can benefit their company. In this book we'll focus on the value of Office 365 with the goal of assisting you, the reader, to be able to speak intelligently about existing features and overall pro/con value to this cloud-based set of services from Microsoft.



## About J. Peter Bruzzese

J. Peter, an Office 365 MVP and MCSE/MCITP: Messaging, is an internationally published author and conference speaker, an InfoWorld journalist, and co-founder of both Conversational Geek and ClipTraining. Follow him on Twitter @JPBruzzese



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