

## What is Cloud Mail ?

Cloud Mail is the new cloud based solution for email from Talk Internet. Email services have evolved to allow hosted products a more feature rich environment for users to collaborate and share email, calendars, contacts and other information through web browsers or secure email clients.

**Packages** - Talk Internets Cloud Mail gives users 25 GB per mailbox, allowing for historical email management as well as providing enough room for the larger email user.

**Secure** – Talk Internets email platform allows secure connections from all devices, such as mobile phones, tablets as well as web based and client based connections.

## Features and Benefits

Talk Internets Cloud Mail platform allows for users to have flexible control over their email, standards such as signatures, holiday messages and calendars are included as standard. Connections from other devices such as smart phones and tablets are supported.

**Administration** - Talk Internet Cloud Mail can be administered from a singular portal for all your users. Users are setup and configured to allow access to their own email, as well as shared resources such as calendars. Policies can be allocated to groups of users or singular users as and when required. The web portal ensures that this is available 24 hours a day 7 days a week.

**Search** – Email inbox and archive searching is rich and powerful to ensure that users find the email that they are looking for, customizable filters assist with narrowing down the search.

**Mobile** – Email direct push services for smartphone support including contacts calendars and tasks on all hand held devices.

**Scalability** – Users can be added instantly and removed in the same manner. You only pay for your utilisation of the platform scaling up and down quickly and dynamically as required.

**Composing** – Talk Internets Cloud Mail client provides a full feature rich composition tool for email, including HTML and rich text options as well as cut and paste features.

**Contacts** – Users are able to keep personal and shared contact information throughout the system to ensure that they never have to hunt for the email address of the recipient.

**Contacts** – Users can create comprehensive task lists which again can be shared and collaborated upon.

**Low Cost** – Utilising the Cloud Mail services from Talk Internet delivers high end business class mail services for no capital outlay and low on-going per user per month costs, providing substantially more benefits to business than traditional on premise solutions.

**Advanced Web Client** – Utilising Ajax (asynchronous JavaScript and XML) provides a feature rich interface with drag and drop, tagging and conversation views.

## Configuration

**Control** – Once the platform has been enabled for your use there are a plethora of administrative tools to assist you with the setup of your users and mail accounts. Full access to the COS (Class Of Service) ensures that complete and utter control of all mail flow and user accounts are available to you through a simple web interface.

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**Administration** - Talk Internet Cloud Mail administration portal allows you complete control over the domain and email accounts within that domain.

**COS** – Class Of Service. The COS interface is a complete administration portal that allows administrators to limit or enable certain features of the platform.

1. Features and preferences that users can access
2. Themes and retention policies
3. Advanced settings such as Quotas, attachment settings and password policies
4. Mobile access policies (including the ability to remote wipe a mobile device)
5. Login Policy (lockout and time for retry)

**User** – The user also has preferences that they can set on the web based client, these are configurable via the COS as to what each user can see, but include :-

1. Theme settings
2. Time to check new mail and what happens when a mail arrives (flash the browser tab for example)
3. Request read receipts and/or include original message in sending
4. Block messages from up to 100 different email addresses
5. Multiple signature setups in full HTML
6. Out of office / holiday auto reply configuration
7. Calendar Reminder options
8. Full folder sharing options for mail, calendar, contacts and tasks.

## Technical Facts and Features

<b>Operating System</b>	Windows Mac and Mobile clients are all acceptable
<b>Secure</b>	All email servers are backed up by Talk Internet and run on redundant hardware and connections ensuring an “always on” service
<b>Security</b>	Fully implementable password, lockout and time out policies for users. Additional ability to delete mobile devices and wipe all data remotely upon them.
<b>COS</b>	Full Class of Service interface to ensure that your users obtain the best functionality and experience.
<b>Customizable</b>	Fully customizable portal to include your company logo.
<b>Expandable</b>	25GB as standard for all users – expandable upon request.
<b>Low Cost</b>	Per user per month billing model ensures no up front costs for expensive mail solutions and you only pay for what you use.
<b>Supported</b>	Full support from Talk Internet 24x7 for server based issues.

## About Talk Internet

A quick glance at the market will reveal that there are many ISPs that you could be talking to - so why deal with Talk Internet? The answer is simple, flexibility. We do not believe in a “one-size fits all” approach. We customise our solutions to meet our customers’ specific requirements and this approach has been at the core of our success.

Established for over 10 years, we are a UK-based operation, with our data centres and support function located in the UK. This means that if you have a problem you can quickly get through to one of our highly-trained support technicians who will help you find a resolution.

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