Collaboration Applications

Email

Secure Standard Mail Access Protocols

- **POP Access**: Users can download their mail from the server to the Desktop/Mobile using POP email clients such as Mozilla Thunderbird, MS Outlook and Outlook Express.

  Users can set POP Threshold to download mail only after the Threshold date.

  Automatically syncs the sent folder on the mobile or desktop client with Sent Items folder on the server.

- **POPS Access**: POP is available with SSL to secure the channel during access.

- **IMAP Access**: Users can configure their Desktop/Mobile email clients to be in sync with their mailbox on the SkyConnect server using the IMAP protocol. Most of the desktop clients support caching of the email locally allowing offline access of the email messages. IMAP is an efficient and modern protocol, whose biggest benefit is that it allows a mirror view of the mailbox from any of the IMAP clients viz. web, desktop or mobile, allowing you to interchangeability or simultaneously use all three access methods.

- **IMAPS Access**: IMAP is available with SSL to secure the channel during access

Secure Standard SMTP protocol

- Configure multiple simultaneous SMTP ports on the server to work in environments where port 25 is blocked.

- Strict reputation and security checks at SMTP layer like valid sender, valid recipient, reverse pointer check, authentication, spoof, etc.

- Secure SMTP communication between Client-Server and Server-Server over TLS.

Automatic Mail Processing tools

- **Auto Forward**: If allowed, users can configure their account to forward all incoming mail to alternate email IDs. This can be useful in case the user has more than one email ID in use.

- **Auto Forward to alternate host:** Administrators can configure a user's account to forward all

incoming mail to an alternate host server. This is useful while configuring multi server and/or hybrid setups to integrate with other email systems.

- **Automatic Mail Filters**: The system can automatically match the mail being delivered to the mailbox with predefined rules and perform preset action on these mail. The rules work on mail attributes like sender, recipient, subject etc. The possible actions on the mail, which match the rule sets, can be: Move the mail to a different folder, Copy the mail to a different folder. Note that these filters are applicable at the server level and will come into force irrespective of the client software used to access the mail.

- **Vacation Reply**: While being away from office for extended periods (touring or on leave), users can configure an automatic reply to every incoming mail with a custom message. The configuration of the automatic reply can be done via the Settings page of Baya (Web client) or via the custom settings page within Thunderbird (Mithi provides a plugin to extend Thunderbird for setting vacation reply and other common attributes)

- **Footers/ Disclaimers:** Administrators can configure a disclaimer message, which will be automatically attached to all outgoing mails. The system provides the choice of separate disclaimers for local and remote recipients. Additionally, the disclaimer messages can have a rich format (HTML) to support formatting and images.

Securing the use of Email

- **Access Rights**: Administrator can define access rights to control which user can use which protocol and from which networks.

- **Mail flow policies**: Administrator can define mail flow policies to define the scope of mail sending and receiving per user and per group of user.

- **Secure protocols**: Access POP, IMAP, SMTP over secure channels using SSL to encrypt the data flow.

Multiple Access Methods

Access your email box from your choice of standards compliant clients like:

- **Baya**: High performance Web client; a single interface for accessing your applications.

- **Desktop clients:** Thunderbird, Outlook, etc

- **Mobile devices:** Android, iOS based devices etc.

Calendar

Create and access multiple calendars

Users can organize their activities into different calendars for easier management, e.g. one calendar per project, one personal calendar, etc. Multiple calendars can be viewed in overlap to get a sense of the total agenda for any day.

Calendar Sharing and Subscription

Users can share their calendar for access and use by other members of the team. The sharing can be based on different access rights to different users. Users who have been given access to a shared calendar, can subscribe to these calendars to read and modify them.

Tasks, Events and Meetings

Users can manage their tasks, events and schedule meetings with participants. Check the free busy status of participants to meetings.

Receive pop-up notification for upcoming calendar events and meetings.

The system can be configured to automatically send out email invites when events/meetings are created or updated using the webclient or CalDAV compliant desktop/mobile clients.

Exchange calendar data with other calendar systems

Export calendar data to a standard iCal file for use by other standard calendar systems. Import calendar data (iCal files) from other standard calendar systems

Securing access to the Calendar by Policy control

Administrator can define, which user can get access to the calendar services

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Multiple Access methods

The calendar on SkyConnect can be accessed from your choice of CalDAV compliant client like

- **Baya**: High performance Web client, a single interface for accessing all your applications.
- **Desktop clients**: Thunderbird, Outlook 2016 etc.
- **Mobile devices**: Android, iOS based devices etc.

Address Book

Personal Address Book

- **Private Contact list:** Each user has a private address book, which can be used to store personal and frequently used contacts.
- **Maintenance**: The personal address book can be maintained and modified from Baya (web client)
- **Import/Export**: Insert contacts, which are exported from other systems in a CSV file. The system supports several popular CSV formats, out of the box. Similarly export your contacts to a CSV for insertion into another system. These interfaces are available only via Baya.

Shared Address Book

- **Multiple shared address books**: Administrators can configure the shared address book of a domain, by linking contacts from different sources e.g. the corporate directories of other domains on the server and global address books of other domains.
- **Maintenance**: The Shared address list is maintained automatically for contacts sourced from the corporate directory or from address books of other domains. When users/contacts are added and deleted from the corporate directory or global address books, these automatically reflect in the shared address books where they are included.
- **Custom display name formats**: Display names can be customized by composing them from user attributes like name, designation, location etc

Address Book Access

- **LDAP:** The address books can be accessed from any email client via LDAP and automatically

show up during auto complete of user ids in relevant forms.

- **Secure access**: Domain users get secure private access only to relevant address books.

Multiple Access methods

The address book on SkyConnect can be accessed from your choice of LDAP compliant clients like

- **Baya**: High performance Web client, a single interface for accessing all your applications.
- **Desktop clients**: Thunderbird, Outlook, etc
- **Mobile devices**: Android, iOS based devices etc.

Chat

Standard XMPP access protocol

Configure and access the chat/IM services over the XMPP protocol to collaborate with buddies on the enterprise network. XMPP allows you to use a variety of different chat client applications on different platforms.

Collaborate over Chat

- **One-on-One Chat:** Have private conversations with colleagues.
- **History:** Use Chat History to track all your One-to-One and multi-user conversations and access them on demand.

Easy to use and manage

- **Presence Management:** Update your presence status for other users of your roster to see.
- **Emoticons**: Express yourself by using emoticons.
- **Roster Management**: Manage a Roster of chat contacts (buddies) with whom you communicate frequently. Add buddies to your roster by using the auto-complete feature to look up the corporate directory for colleagues.
- **Spell Check:** Avoid embarrassing mistakes by using the online spell check.

- **Notifications**: Get notified when a buddy comes online or goes off line and when a new message arrives.
- **Preferences**: Customize the chat application as per your needs

Security of the conversations

- **Access Rights**: SkyConnect allows you to enable or disable One-to-One and Group Chat at an individual level.
- **Scope of Communication**: The administrator can define the scope for a user (i.e. with who all can this user initiate a conversation)
- **Archive all chat transcripts:** SkyConnect can be configured to convert transcripts of One-to-One and multi-user chats into email, which are then delivered to the mailboxes of the participants. The email archive system will capture these transcripts (sent as email) and retain them for compliance.
- **Secure Transmission**: Secure message transmission using secure XMPP to ensure that there is no data theft during transmission.

Strong Management capabilities

- **Manage the Enterprise Chat App easily**: The command line and GUI interfaces of SkyConnect make managing the Chat application easy.
- **Generate Activity Reports:** Use the reporting engine to get reports on users who have logged in to use the chat service.
- **Authenticate using External Directories:** Use the "authservice" of SkyConnect to authenticate users with external directory servers such as ADS.
- **Backup of User and Roster Data:** The native backup scripts secure all user configuration and roster data to ensure no data loss.
- **Quickly Diagnose Problems:** Use the diagnostic framework to quickly identify problems.

Multiple Access methods

The chat/IM service on SkyConnect can be accessed from your choice of XMPP compliant clients like:

- **Desktop clients**: Thunderbird, Pidgin, Exodus, etc.

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- **Mobile devices**: Android, iOS based devices, Blackberry (third party client) etc.

Access Devices

Configuring Mobile devices with SkyConnect

Email

Configure Email on these popular Mobile Devices to experience features like Search, IMAP Push Email, Multi-folder Sync, Flagging, etc.

Calendar

Use built-in CalDAV settings in iOS devices and use 'CalDAV-Sync' Calendar application for Android devices to setup your Calendar account and share your calendar with your colleagues.

Contacts/Address Books

Use the built-in LDAP application in iOS devices and use the 'Contacts In Line' application for Android devices to setup your Address Book and to create, manage and share your contact list.

Chat

Use 'JabberB' application on iOS devices, 'Astra Chat' application on Android devices to setup your Chat account and to start chatting with your colleagues.

Compatibility of the SkyConnect collaboration applications with various mobile clients

Applications	Email	Calendar	Contacts	Chat
Devices				
Android	• Access email account and Folders	• Sync Calendar Events and	• Look up Shared Contacts	• Send/receive text messages

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	• Access over secured channels • POP/IMAP protocol	meetings • Access over secured channels • CalDAV Protocol	• Import Contacts • Access over secured channels • LDAP Protocol	• Access over secured channels • XMPP Protocol
IOS	• Access email account and Folders • Access over secured channels • POP/IMAP protocol	• Sync Calendar Events and meetings • Access over secured channels • CalDAV Protocol	• Look up Shared Contacts • Import Contacts • Access over secured channels • LDAP Protocol	• Send/receive text messages • Access over secured channels • XMPP Protocol

Reference:

- Email on Android mobile (Android, iOS)
- Calendar on mobile (Android, iOS
- Contacts on Mobile
- Configure chat account on mobile

Desktop Collaboration Suit

SkyConnect helps you further lower your licensing costs with free Desktop Email clients like Mozilla Thunderbird for Email, Address Book, Chat and Calendar. Thunderbird has native built in support for an XMPP based chat client and also supports a plugin called "Lightning" for Calendar sync.

For desktop chat clients, you can opt for free clients like Pidgin, Exodus, etc. You can further save cost using Open Office which is a free Open Source based Office Productivity Package.

Compatibility of the SkyConnect collaboration applications with the various desktop clients

Application	Email	Shared Calendar	Contacts	Chat
Desktop Client				
Thunderbird	• Access email account and Folders	• Sync Calendar Events and	• Look up Shared Contacts	• Send/receive text messages

	• Access over secured channels • POP/IMAP protocol	meetings • Access over secured channels • CalDAV protocol • Using Lightning plugin	• Import Contacts • Access over secured channels • LDAP Protocol	• Access over secured channels • XMPP Protocol
Outlook	• Access email account and Folders • Access over secured channels • POP/IMAP protocol	• Sync Calendar events and meetings in Outlook 2016 • Access over secured channels • CalDAV protocol	• Look up Shared Contacts • Import Contacts • Access over secured channels • LDAP Protocol	• Unavailable
Apple Mac	• Access email account and Folders • Access over secured channels • POP/IMAP protocol	• Sync Calendar Events and meetings • Access over secured channels • CalDAV protocol	• Look up Shared Contacts • Import Contacts • Access over secured channels • LDAP Protocol	• Unavailable
Outlook Express	• Access email account and Folders • Access over secured channels • POP/IMAP protocol			
Eudora	• Access email account and Folders • Access over secured channels • POP/IMAP protocol	• Unavailable	• Unavailable	• Unavailable
Windows Live Mail	• Access email account and	• Unavailable	• Look up Shared Contacts	• Unavailable

	Folders • Access over secured channels • POP/IMAP protocol	• You can use the personal calendar	• Import Contacts • Access over secured channels • LDAP Protocol	
Pidgin	• Unavailable	• Unavailable	• Unavailable	• Send/receive text messages • Access over secured channels • XMPP Protocol
Miranda	• Unavailable	• Unavailable	• Unavailable	• Send/receive text messages • Access over secured channels • XMPP Protocol

Working of Email

- Desktop clients like Thunderbird need to be configured to connect to your account on the SkyConnect server. The information requested here would be the SMTP/POP/IMAP server and the necessary authentication information pertaining to the user's mailbox on the Mithi SkyConnect server

- To send an email, the user would compose a mail using the email client and send. The email client would then connect to the specified SMTP server (SkyConnect in your setup) and send the mail.

- To receive mail for the user, the email client would periodically poll the user's account on the POP/IMAP server (the SkyConnect in your setup) for new messages. It would then download the messages and alert the user.

- Using IMAP on all email clients (mobile and desktop), can provide the user with a uniform view of the mailbox from the mobile device, desktop client and Baya (web client). This means that any mail sent from the mobile client is also seen in the sent items of the desktop client or web client (since each of the clients is showing a view of and modifying the same mailbox on the server). Similar behavior is observed for deletion of mail, moving mail between folders, saving to drafts, and for reading/marking of mail.

  Note: MS Outlook is capable of connecting to a mail server like SkyConnect over SMTP/POP

and IMAP

Working of Calendar

You would need to deploy a plugin called "Lightning" into Thunderbird to make it connect to the CalDAV service on SkyConnect, the open protocol for accessing calendar services. This implies that the clients update and sync calendar information from the SkyConnect server. This presents a uniform view of the calendar data via any of the clients, i.e. any changes made on the calendar using the smart phone, or Baya (web client), Thunderbird (desktop email client), or Outlook 2016 are in sync.

Note: Since MS Outlook (Other than 2016) was designed to support the MS Exchange calendar service over MAPI, it is currently incapable of working with the CalDAV server of SkyConnect. This means that if you use MS Outlook (Other than 2016) with SkyConnect, you will be able to work with your personal calendar (add, modify, delete events and schedule meetings and reminders), but will not be able to share it or work with the group calendars.

Working of the Address book

Typically the desktop clients have a built in address book/contact application, which supports connections to an LDAP server (the SkyConnect in your setup), which can sync contacts from the server over the LDAP protocol. This allows a one way sync of the global address book contacts for the company to the mobile device. This means that when employees are added, deleted or their information modified, the same is synced to the mobile device.

Note: MS Outlook is capable of connecting to an LDAP server.

Working of Chat

You can use any XMPP based chat client like pidgin or the inbuilt chat application in Thunderbird, which can connect to an open XMPP server (the SkyConnect in your setup). Since the roosters are provided by the XMPP server, the user will see a uniform view of the chat rooster and presence indicators when working with chat from different access points (Baya, desktop chat clients and mobile chat clients).

Note: If you are using MS Outlook as your primary client, you would need to use an extra XMPP chat client on your desktop to access the chat service or you may use the web chat facility of Baya.

Configuring Desktop clients with SkyConnect

- **Email**

  Configure Email on these popular desktop clients to experience features like Search, IMAP Push Email, Multi-folder Sync, Flagging, etc.

- **Calendar**

  Use the CalDAV client (via the Lightning plugin) in Thunderbird to setup your Calendar account and share your calendar with your colleagues.

- **Contacts/Address Books**

  Use the built-in LDAP application to setup your Address Book and to create, manage and share your contact list.

- **Chat**

  Use these XMPP chat clients to setup your Chat account and to start chatting with your colleagues.

Baya

Web Mail

While composing a message in Baya, you can send it as an Email.

User's can efficiently manage their email using context- sensitive menus, infinite scroll-bar, faster sorting and incremental searching for quick results.

The AutoComplete feature saves you the hassle of remembering the contact info. Soon as you start typing the recipient email/ phone number, it auto-suggests a list of related contacts.

You can organize your mailbox very easily with Folders. Simply create mail-filters to divert incoming messages to different folders or receive them as text messages on your mobile.

Attachment handling includes features such as multiple files attachment on a single click, preview

attachments prior downloading them on machine.

Web Calendar

With a few clicks, you can keep track of your tasks, events, meetings and share the calendar with

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anyone in your Address Book, keeping them in sync during meetings and other events. Once the members have given access of their calendars, it is very convenient to view their schedules and avoid overlaps.

You can also import and export calendars to Baya Webmail using iCal Calendar protocol.

Contacts

SkyConnect provides a Personal Address Book to let you manage a personal list of contacts while a Shared Address Book gives access to the Global Address Book and Corporate Directory. The Shared Address Book automatically syncs with SkyConnect Server via LDAP, thus eliminating the need to duplicate the entries manually. The Address Book can also be used to send email to multiple contacts from your directory.

Baya Security

Captcha on Login page restricts the entry for robots.

Last Login details in the user panel helps users in monitoring the illegal access to their account.

Management

System

Easy and intuitive admin panel for user and group management

- Intuitive Cross Browser Admin panel interface: Easier day-to-day management of users and groups.

- Bulk user addition/deletion: Add users one at a time, in small groups or import from a CSV file

- Easily locate users: See a sorted list of users and Search through a large list of users

- Easily modify user information: Update frequently used properties through an intuitive interface

- Export the selected list of users into a CSV file (also select the fields to be exported.)

- Delete one or more users, groups from a domain

- Define and Update group membership easily

- Add groups and their memberships one at a time, or in bulk

- See a sorted list of groups and Search for groups

- Export groups and their membership data

- Configure password policies, expiry and account lockout features

Advanced management for granular control over entities

- The browser based secure Application Manager enables advanced management which gives granular control in managing the system with extreme flexibility
- Define mail policies and password policies, provide access control, ability to export entity details etc.
- Switch to the advanced command line interface to manipulate properties of entities in bulk, configure server properties, manage services and operating system level configurations.

Manage the server operations

- Using the advanced command line interface and the dense knowledge base, the super administrator has access to configuring the server properties (timeouts, thresholds etc), start/stop/restart services, tune the services and components, power off and power on the server, manage mail queues, storage, perform backups, etc. Each activity is tracked in logs for audits and review if required.

Provisioning and Managing Domains, Users and Groups

-

- Using the Application Manager interface, the administrator can provision domains, users, groups and also configure their properties.
- The provisioning can be done in bulk (typically done during migrations) from the command

line.

- The Application Manager interface offers two perspectives of the entities, viz. the Entity view to see all the properties of a single entity and the Application view, which gives a spreadsheet like interface to see related properties for multiple users.

- The interchangeable use of these two interfaces and the granular attribute control allows the administrator tremendous flexibility when configuring the properties of the entities.

- Export user, group, COS and domain details from the Admin Console.

- Intuitive interface to define group membership while adding users/groups, View the list of groups the user/group belongs to, Export the list of group members, Import a list of group members

Upload Historical data to SkyConnect

- Using easy and intuitive Historical data upload portal, the administrator can upload email data to SkyConnect.

- Portal allows to upload PSTs or migrate data using IMAP sync.

Subscription Manager

- The Subscription manager component tracks your purchased user count, and the subscription end date. As you use the system and approach the threshold, the administrative interface throws up alerts to enable you to refresh the subscription certificate by purchasing extra users or renewing the same.

Automation

- **Automatically sends a Welcome mail to every new user** created on the domain which contains

  - Instructions for new users on how to use the web client Baya for the collaboration applications, update their profiles and other settings.

  - Guidelines to the help wizard where the user can find information on configuring a mobile and desktop clients for application access.

- Automatically clean the unused mailstores of deleted users

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Security

The security framework in SkyConnect is built over multiple layers, right from hardening the OS upto the perimeter of the system.

Hardening the core to reduce vulnerabilities

Using best practices for securing the OS, the server is hardened during deployment, to reduce risks that arise from having a larger surface of vulnerability i.e. a server doing more than it is supposed to do. These include but are not limited to turning off/blocking unnecessary services, resources and access points, running a firewall on the server, providing a role based command line access control with audit logs to trace each and every action taken on the server, etc.

Besides this, the Mithi back-end team regularly scans for new found vulnerabilities and publishes customer advisories with patches to mitigate the risks posed by these.

Securing User Access

- **Limiting Access to trusted networks with Access control**

  Administrators can setup policies on each service and for each user or group of users to restrict the use of services from un-trusted networks. The same control allows the administrator to choose, which services should be available to which users, allowing the organization the flexibility to define the use of the services.

- **Secure authentication with strong Password Policies**

  Passwords are the single weakest link to the security of any system. To reduce risks from leaked and weak passwords, Administrators can enforce password policies like minimum password length, password complexity (rules to define the mix of characters in a password like minimum 1 special character, 2 numbers and the rest can be alphabets), password expiry (forcing a password change at the end of a defined period) for users and groups of users and password history to prevent users from reusing the same password in a defined period.

- **Keep out intruders with Account lockout**

  Baya can automatically block repeated attempts to login with a wrong password and alert the administrator of the failed attempts.

- **Self help for forgotten passwords**

Users can help themselves to reset their password securely.

- **Use Authorization to limit use of services and features for different users**

  Typically it is not needed to provide all services/features to all users. It's generally a good practice to segregate users into their classes of use and limit their access only to the relevant services/features. This approach is akin to hardening at the Application layer to further reduce risk from exposing unnecessary services and also helps to optimize server resource utilization.

- **Eliminate risk of sniffing and tapping by Encrypting the client-server communication**

  The POP, IMAP, SMTP, XMPP and HTTP services are setup with TLS/SSL (Transport level security) **by default** to secure the channel of communication between the client (mobile, desktop or Baya (web)) and the server, thus eliminating the risk of anybody snooping in on the conversation and stealing information.

- **Reduce risk of scripting attacks with Mail Sanitization**

  The Administrator can enable strict HTML mail sanitization to prevent cross scripting attacks by removing code in email, which may redirect users to rogue sites.

Securing Mail flow

- **Encrypt server to server communication to eliminate risk of snooping**

  The MTAs are equipped to transport mail over TLS to encrypt the mail data in transit, thus reducing risk of data theft by wire sniffing.

- **Control Mail traffic, Information theft and Resource overuse with extensive and granular Mail Flow Policies**

  It has been observed that a lot of security threats come from an unharnessed mail system, which allows all and sundry to send any kind of mail to anybody (internal or external). It is a good practice to establish a corporate mail policy framework, which prescribes for each user and group of users, what type of mail they can send, and to whom. SkyConnect is equipped with a strong mail policy framework, that allows the administrator to encode such corporate policies and control the mail flow.

  The policies can be defined based on parameters such as sender, recipient, mail size, subject, contents, and attachments and can be used to control mail flow to/from users, and to distribution lists, e.g. the "testing team" can send mail ONLY to the internal users and the mail should be without any kind of attachments, ONLY the management team can send mail to the "everyone" distribution list, etc.

The solution provides an easy and intuitive way to define the policies for each entity:

Allow universe and deny few (exceptions) or deny universe and allow few (exceptions).

- **Detect and Control internal spam/DOS attacks**

    Typically when client PCs get infected with certain types of viruses, they become spam generation agents. The virus hijacks the desktop mail client (typically MS Outlook) and pumps large volumes of mail to the configured outbound SMTP server using the authentication information remembered in the mail client. All this typically happens without the user's knowledge.

    To reduce impact of such attacks from within the network, the administrator can configure IP rate control to enable auto blocking of client IPs if they cross their allowed number of connections in a day and the administrator can also configure email id rate control to disable users automatically if they cross their threshold of sending mail in a day.

    While it is doing the above automatically, the system also continually scans for any threshold overflows in normal usage patterns and sends out early warning alerts to the administrator if any anomaly is observed.

- **Disable automatic mail forwarding**

    Users may or may not be allowed to configure an auto-forward option for all inbound mail to their mailbox. This can be configured granularly for a set of users, or the entire domain. Controlling this can go a long way in preventing data theft.

- **Disable masquerading with domain and email id Spoof check**

    In a normal insecure mail system, it has been observed that once a user authenticates, he can now relay mail with the from id/envelop id as something different from the authentication id, making it appear to the receiver that the mail came from another person. This means that technically one user can send mail on behalf of another (masquerade).

    To prevent this, SkyConnect is equipped with 2 types of spoof check viz. domain spoof check which ensures that mail originating from a trusted IP address (typically a branch email server or a mail gateway server) can only be from amongst a trusted list of domains, and second, email id spoof check to ensure that the from id in the envelop, the from id in the message (mime) construct and the authentication id must all match for the mail to be accepted for relaying.

- **Automatically detect and mark Spam mail**

    The SkyConnect Server incorporates reputation and content based technologies to detect, control and mark spam on incoming channels, giving more than 98% spam detection accuracy. The reputation based technologies in play are Greylist, RBL, reverse PTR checks, return MX checks, Blacklists & Whitelists, etc.

    The content based scanning is implemented using Spam Assassin, an open source spam detection tool, which scans the contents of the mail for objectionable words and known patterns matched to spam signature databases and marks the mail as spam. The marked mail

are automatically filtered into the spam folder of each user for their review.

- **Easy Spam Management**

  The end users can manage their own spam by analyzing a digest (report) of spam sent to them daily or by browsing the spam folder where the mail marked as spam are deposited. This they can do from any client (web or desktop).

  The report and the Baya interface allows the user to release a mail falsely marked as spam (false positive), Whitelist a sender such that in future mail from that sender will not be scanned for spam, blacklist a sender to block all further mail from that sender, or mark a mail as spam (false negative).

Secure Administration

- **Trace changes with Activity Logging**

  The system maintains audit trails for each operation done by the administrators, and a trace of all the transactions and configurations done by the end users.

Storage

Manage Account Storage using Quota and Quota policies

- ***Add storage to the cumulative storage pool on demand***

- **Time based Quota**

  The administrator can configure the system to automatically delete mail of selected users based on retention period (E.g. For a specified user, retain mail only for the last 3 months)

- **Monitor Mailbox usage with reports**

  The system can be configured to send mailbox usage reports to the administrator for monitoring the use and taking corrective action if necessary.

Reports

Reports available to the Users

- **Users manage their own spam with a daily digest/report of all the Spam received by them.**

  The users get a daily digest of all the spam they have received and which was detected, marked and moved to their "spam" folder. Via the report, the user is presented options to release the mail (in case it is a false positive) and whitelist the sender (so that in future mails from this user will not be scanned for viruses)(**)

  The report frequency is configurable by the end users themselves via their application manager consoles from Baya.

  (**) This is applicable for setups that use the Spam protection and management engine of SkyConnect.

- **Non delivery report (bounce alert)**

  If a user sends a mail, which cannot be delivered for any reason, the user would receive a bounce alert or a mail non-delivery report, which will indicate the reason for the bounce. Based on that report and in consultation with the administrator of the system, the user can take corrective action before resending the mail.

Reports for the Administrator

- **Active Users**

  The Active Users report gives you the total number of active users on your domain. An active user is a user who has accessed his or her SkyConnect account at least once in the given period. The report also has CSV attached with the list of Active users of a domain and the login details for each.

- **Storage report**

  The Storage Usage report gives you the total storage used by all the accounts on your SkyConnect domain.

System Performance

Performance

SkyConnect has been designed to deliver more performance for the same resource utilization, when

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compared to traditional systems.

Our engineers worked hard to design a system, which delivers more performance and scale for the same resource utilization, when compared to any other collaboration system. Our product incorporates our vision of being able to do more with less

High performance from the AWS cloud
99.9% AWS Infrastructure Uptime guarantee   99.9% Service Uptime guarantee   99.999999999% Data Durability guarantee   24×7 Monitoring & Maintenance   24×7 Support via Email

Integration

SkyConnect was designed to work on open and standard protocols thus giving you the option to choose the most cost effective environment for your requirement.

- Co-existance with cloud based email platforms such as Google GSuite and Office 365
- Co-existance with in-premise email servers such as Ms Exchange, Lotus Domino etc
- Integration with other business application using web services and API
- Integration with other business application over SMTP
- Integration with email archival solution Vaultastic
- Integration with collaboration application Ideolve

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Reference

- [Getting started with SkyConnect](#)

- End User Applications in SkyConnect

  - [Business Email](#)

  - [Calendar](#)

  - [Contacts](#)

  - [Chat](#)

  - [Quarantine Management Console for End Users](#)

- Admin Applications in SkyConnect

  - [Admin Panel](#)

  - [Application Manager](#)

  - [Historical Data Upload Portal](#)

  - [Secure Mail Flow Console](#) (Trend Micro Hosted security console)