



Bizo Mail Lite

Service Description

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Document Reference Information

Authors / Group	Business Online Ltd
Release Date	12 th March 2004
Revision	Version 1.0 30 May 2005 Pre-Publish Draft
Revision	Version 2.0 31 May 2005 Publish Draft

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1. What is BizoMail Lite?

Email is now one of the most important business tools. Small businesses rely on email for cost-effective communication with customers, suppliers, partners and their employees.

BizoMail Lite has been developed to provide a low-cost Email service for businesses starting up without requiring the expense and technical expertise necessary for a full in-house email system.

While many basic email services include some forms of entry-level security, they don't protect against today's sophisticated attacks. BizoMail Lite includes protection against SPAM (unwanted "trash" mail), viruses, spoofing (someone using your email address to send SPAM to other users).

BizoMail Lite offers a huge capacity of 100MB of storage capacity for each mailbox.

Access to your mailbox is available from POP or IMAP email clients (such as Microsoft Outlook Express) or directly from the Internet (webmail.bizoservices.com).

BizoMail Lite lets you use your business or personal domain name as your email address (for example: yourname@yourbusiness.co.nz). There's no limit to the number of domain names you can have on each mailbox.

You can add as many email rules as you like onto each mailbox. Great for catching common misspellings of your email addresses, or having different email addresses for promotions, etc.

- Works from Anywhere

Don't be limited by other providers that only let you access your email from within their network, or charge you for the privilege - you can access your email via POP3, IMAP or webmail from anywhere on the internet.

- Catch-all or Mail-bag support

Allows you to use one mailbox as a wildcard to catch all, unspecified email addresses, whilst still allowing specific staff members to have their own mailbox for a specified address on the domain.

- UUCP

Some mailservers - including Lotus Domino - prefer or require Unix-to-Unix Copy Protocol (UUCP) for handling and delivering email. BizoMail Lite supports UUCP and can act as a relay-host for your system name. Very few service providers currently support this.

BizoMail Lite is a simple business email service hosted in a secure data centre. The rich service features include:

- Includes 100MB storage.
- Includes SPAM filtering.
- Includes Virus filtering.
- Includes access from anywhere.
- Monitored, backed up 24 x 7, and kept current with updates and patches.

2. What are the benefits of BizoMail Lite?

BizoMail Lite allows your employees to easily communicate, from home, on the road, or in remote offices, with each other and your customers.

BizoMail Lite is an easy-to-use low cost business email service:

- Easily Scalable – your user base can grow with no hardware or software investment required.
- Easy to Use - intuitive, user-friendly interface; with access to timely technical support.
- Predictable Monthly Cost – each month you know exactly what your email will cost. You will have no emergency new equipment bills or huge excess data charges.
- Cost Effective – there are no hidden or unexpected support, maintenance or upgrade costs.
- Easy to Manage - administration of all accounts is controlled online through the Bizo Self Service Portal web interface.
- Business-grade Anti-SPAM and Anti-virus protect you from inbound threats and from inadvertently sending infected messages to your customers and business partners.
- No Technical Expertise Required – Bizo provides email services for many businesses. We have built an enterprise-level infrastructure that most companies cannot afford to invest in.
 - Our services are monitored 24 hours a day, every day.
 - We keep spare parts on hand for rapid replacement in case of hardware issues.
 - All software updates and security patches are thoroughly tested in our testing environment before production deployment.
 - Automated Intrusion detection systems are active day and night to ease your worries.
 - The Bizo Self Service Portal offers a sophisticated web-based interface to ease administration, without risk.
 - SPAM and Anti-virus filtering is included in the base service. Additional more advanced forms of SPAM and virus control are also available as upgrade services.

3. How does BizoMail Lite work?

BizoMail Lite is based on a Unix email application with a number of associated third-party services and tools integrated to provide additional features, management, reporting and security. This section describes the service offering in further detail.

3.1 Service Description

Three access methods are offered to BizoMail Lite – Web Access from any Internet connected PC, and POP or IMAP Client Access.

3.1.1 Web Access

Web Access is designed for the e-mail user that connects via any PC that is able to be connected to the Internet. Being able to retrieve their messages from any remote location with a computer and Internet connection, means employees can keep up with ongoing business communications.

A more informed workforce is more productive, more efficient and executes superior work. Remote workers from home offices or on the road will always have access to the same information as on-location employees.

3.1.2 POP Access

POP (Post Office Protocol) is a standard protocol for receiving e-mail. POP3 is the most recent version of the client/server protocol in which e-mail is received and held for you by your Internet server.

Periodically, you (or your client e-mail receiver) check your mail-box on the server and download any mail. This standard protocol is built into most popular e-mail products, such as Eudora and Outlook Express.

The BizoMail Lite POP Access option is designed for users that want to download copies of their e-mails to a local PC or laptop so that they can continue to work while not connected to the Internet. This service is ideal for the travelling user that wishes to work on a plane or remote locations where Internet access is not readily available. When the user next connects to the Internet the system will synchronise his local copy with the server copy to send any messages that have been created while working offline and to download any new messages that are waiting to be read.

3.1.3 IMAP Email

IMAP (Internet Message Access Protocol) service is a more sophisticated email transport service that provides more convenient and flexible email access, especially if you access your email from multiple locations.

With IMAP, your email remains stored in your own file space on the IMAP email server. You can still manipulate your messages as though they were on your local computer, even though you may access your email from many locations and types of computers.

IMAP was designed to do your email processing while you are "online" (although "offline" or disconnected options remain possible).

You delete, sort and save messages into multiple folders (mailboxes) on the IMAP server. You can read and re-read your messages from multiple computers, using different computers and software.

Common Email Client with both IMAP and POP email capability are Netscape Messenger, Eudora, and Microsoft Outlook Express.

3.2 What's Included

BizoMail Lite includes:

- Mailbox
- Install
- Support
- Limited Mailbox Restore

3.3 Domain Names and MX Records

We recommend, if you don't already own a unique domain name for your business that you subscribe to one. We can assist you to arrange this. The benefit to you is that it remains yours, that you are in control of it, and that it is portable.

Once this is arranged we will configure an MX Record in our mail server environment to ensure email is routed through us to your staff and customers.

3.4 Mailbox Disk Space

100MB of mailbox disk space is provided with your BizoMail Lite mailbox (that's about 1,000 messages each).

Additional mailbox storage is available but we recommend that you archive your old email to your local PC and keep your mailbox within 50MB.

3.5 Custom Email Footers

Each user can include a customised Email Footer for their email. Usually this includes a legal disclaimer for personal opinions not expressed on behalf of the company. You can edit and update the Email Footer via the Webmail interface. Select "Settings" in the left-hand frame and go to "Create Signature" under "Webmail Settings".

3.6 Address Book and Contact Manager

The BizoMail Lite mailbox includes a rich contact management facility. You can also import your contacts from popular email clients. Select "Settings" in the left-hand frame and go to "Contact Importer" under "Webmail Settings"

3.7 SPAM Security

Unsolicited Email (commonly referred to as "Spam") is becoming an increasingly dominant part of the Internet. Like "junk mail" in your letterbox at home, "spam" can be quite distracting from your normal daily email. To help you sort and manager incoming marketing email and let you deal with what's important - our Spam filtering system uses several layers of intelligence to automatically classify and filter your mail, based on the statistical likelihood of the contents being unsolicited, junk mail.

There are five setting to help you manage your SPAM access via Bizo Self Service Portal (log in to portal and go to "Service Administration/Get Working/BizoMail Lite/SPAM Settings):

- **Mark/Tag**
Add "SPAM:" to the subject of the message, so potential junk mail can be identified and quickly sorted and deleted.
- **Quarantine**
Move any messages that are above my "SPAM threshold" to an "Intercepted Spam" folder within my email client.
- **Delete**
Select this option to automatically delete any messages that are above my "SPAM threshold" (use with care).
- **Disable SPAM classification**
Deliver all messages to by Inbox
- **Custom Advanced configuration mode**
The Custom Advanced option provides the capability to use a SPAM rating to determine the actions for Marking, Quarantining or Deleting messages. Thresholds can be set from 3 to 13 (or Disabled). The lower the spam threshold/rating, the more spam that will be detected.

However if the threshold is set too low, it is possible that some messages may be misclassified as Spam.

- If using "delete", it is recommended that you use High
- If using "quarantine", it is recommended you use either Medium or Low
- If using "mark/tag", it is safe to use any setting.

The classification of spam and viruses is done using heuristic algorithms, which are designed to make the best possible attempt at determining the content of a message based on combinations of keywords, size, sender, layout, etc. The classification is not foolproof and it is possible that some spam will not be detected.

Not all advertising is unsolicited, and it is possible that a message that appears to be spam but is from a source from whom you requested the email. As the system uses statistical analysis, it is possible that email will be falsely classified as Spam - generating so-called "false-positives". We do not advise that you set the filters to delete messages that are matched by the filters - and certainly do not recommend that you set the thresholds too low if you choose these options.

3.8 Anti-Virus Protection

An optional virus checking service is provided as part of BizoMail Lite to protect you from potentially harmful viruses on the internet. Users can choose to disable this virus scanning service on incoming emails; however we recommend this only when you run your own virus scanner on your personal computer.

Users can customise the Anti-Virus Settings for their own mailboxes via the Bizo Self Service Portal (log in to portal and go to “Service Administration/Get Working/BizoMail Lite/Anti-Virus Settings).

The options executed when a virus is discovered are:

- Quarantine: Quarantine infected messages, and notify user [Recommended]
- Quarantine (Silent): Quarantine infected messages (without notifying user)
- Delete: Delete infected message (without notifying user) [Not recommended]
- Mark/Tag: Deliver suspected viruses, but mark the subject line to warn user
- Ignore: Ignore warnings, keep message [Unsafe]
- Disable: Disable virus scanning - infected messages will be delivered [Unsafe]

All outgoing mail is scanned for viruses, to protect the interests of other people in the Internet community. While it is possible to disable inbound virus blocking, it is not possible to disable outbound virus blocking.

Due to the common practice of viruses 'pretending to be someone else'; we do not notify the sender of a virus that they may be infected.

The list of virus definitions is updated every 30 minutes, but there is a chance a new or recently-modified virus may pass through this scanner. Please let the helpdesk know of any such cases, and we'll add this into our list.

Viruses are not only transmitted by email, but can also be transferred by file exchange, removable disks and local networks. Even with our mail virus scanning enabled, we recommend you run a personal virus scanner on your machine for maximum protection.

3.9 Virus and SPAM Disclaimer

Virus and Spam detection services are provided on a best-effort basis, and no warranty is provided for the service and no liability is accepted for any loss or damage caused directly or indirectly by use of the service. Should we be found liable for damages, such damages are limited to the maximum of the last month's normal service fees.

3.10 Email Forwarding

Users can customise the Email Forwarding Settings for their own mailboxes via the Bizo Self Service Portal (log in to portal and go to “Service Administration/Get Working/BizoMail Lite/Email Forwarding Settings).

Two services are provided: Pre-delivery forwarding and Post-delivery forwarding. Addresses entering in the Pre-delivery Forwarding section are handled first and never get delivered to the local mail account. Please note that local forwarding rules will not work for these email addresses, only email is locally delivered.

The Post-delivery options allow the user to add additional forwarding rules to redirect email to another account.

3.11 BizoMail Lite Administration via Bizo Self Service Portal

Customers can create new mailbox accounts and edit SPAM Filter, Virus Filter, and Email Forwarding Settings via the Bizo Self Service Portal. (Access the portal either from the main Bizo website – www.bizoservices.com or portal.bizoservices.com. You will need to log in with your Bizo Self Service Portal account name and password given to you by Bizo Support at the time service is commissioned.

3.12 Mailbox Restore

Deleted email is purged from the mail servers each day. Please call Bizo Support to undelete any emails deleted prior the midnight email purge.

3.13 Integration with other Bizo services

BizoMail Lite is one of a number of Bizo services. While you can subscribe to BizoMail Lite by itself, for ease of use BizoMail Lite integrates with the other Bizo services.

Bizo also offers a variety of pre-packaged managed services from single subscription-based hosted services such as Bizo Backup, to comprehensive and ready-to-deploy solutions for a wide range of business needs. Adding or deleting any additional services is an easy and template-driven process.

The available Bizo service suites are described as follows. “Get Connected” is the Bizo network connectivity suite; “Get Secure” is the Bizo security suite, and the final section summarises the Bizo “Get Working” suite of business services.

A service description for each service is available for download from the Bizo website (www.bizoservices.com).

3.13.1 Get Connected

- Bizo Internet
- Bizo Metro
- Bizo National

3.13.2 Get Secure

- Bizo Defend Perimeter
- Bizo Defend End-Point
- Bizo Email Filter
- Bizo Web Filter
- Bizo Backup
- Bizo Systems Monitor

3.13.3 Get Working

- BizoMail Standard
- BizoMail Lite
- Bizo Virtual Reception
- Bizo Payroll

3.14 Quality Assurance and Change Management

Bizo operates a strict QA system to ensure compliance with the future objective of ISO quality accreditation. All policies and procedures are fully documented, recorded and controlled.

Quality is taken as individual responsibility throughout the organisation, from CEO downwards. Service changes are managed through strict adherence to the Bizo ITIL-based Change Management process.

3.15 Ongoing System Supervision and Performance Monitoring

The Bizo Service Delivery environment is constantly monitored with custom designed software both internally and externally. All unusual data and performance statistics are subject of event-driven immediate human review.

4. Is BizoMail Lite for you?

BizoMail Lite is ideal for businesses that are starting out and have a limited requirement for calendaring, advanced contact management and shared folders.

BizoMail Lite is also for businesses that have invested in an in-house Email system and have discovered that the high costs of licensing, support, hardware, upgrades, security, backups and technical support are drawing capital away from areas that would help grow the business and are happy with a simple low-cost secure email solution.

BizoMail Lite is a great fit for your business if:

- You need a simple, reliable, low-cost email system accessible from anywhere.
- You have an in-house email system that is expensive to license, support, maintain, backup and upgrade.
- You need the security of better SPAM and virus control but can't justify the expense and hassle of having in-house technology and expertise.
- You rely on email but can't justify the expense of a corporate-style fully resilient data-centre housed design.

5. What are Your Responsibilities?

To make the most of BizoMail Lite it is important that you familiarise yourself with Bizo support and service policy and processes. The key policies and processes are described below.

5.1 Bizo Service Offer and Terms

This document is the contract between Bizo and our customers for the provisioning and supply of Bizo services. Please read this carefully and discuss any questions with Bizo sales staff.

5.2 Acceptable Use Policy

The Internet is a very large community of computer users. As with any community it is important that we work together and avoid harm to each other. Bizo has a standard Acceptable Use Policy which is published on our website (www.bizoservices.com/about.html). This policy details the ways in which the Bizo services must and must not be used. This policy helps safeguard Bizo customers and other Internet and network users.

5.3 Privacy Policy

Bizo takes responsibility for looking after your information very seriously. The Bizo Privacy Policy is also published on our website (www.bizoservices.com/about.html) and describes our commitment to the privacy and security of your information.

5.4 Support

Please report any service faults as soon as you can. In every likelihood our 24 x 7 monitoring service has already identified the fault and staff are working to remedy. You can contact the Bizo Support Desk by emailing or by phone, please see the website for access details.

Remember that if you don't let us know it is harder for us to help you.

You can subscribe to new Bizo services or additional features to existing services via the Bizo Self Service Portal online interface.

5.5 Feedback

Please let us know if we can improve our services, or if there are any new functions, features or services that would help your business.

6. Installing BizoMail Lite

Once you have subscribed to one or more Bizo services they will be provisioned centrally by our support team. Following the completion of the provisioning process you will be contacted with details of login to the Bizo Self Service Portal.

The Bizo Self Service Portal offers access to Installation, Configuration, and Reporting information for all Bizo services.

For all BizoMail Lite plans installation instructions are in the BizoMail Lite Setup Guide. This document is available online, or to download, from the Bizo Self Service Portal on our website (www.bizoservices.com).

7. Online Configuration of BizoMail Lite

The BizoMail Lite Setup Guide also introduces you to the Bizo Self Service Portal service configuration screens. The Bizo Self Service Portal allows you to complete a wide range of Service administration tasks for your staff.

8. On-line Reporting

The Bizo Self Service Portal also offers access to Reporting information for all Bizo services. Simple step-through screens allow a range of simple reports to be viewed online.

9. Copyright Information

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