



# A Technical overview to the benefits

## Understanding how email reaches you

Between trusted organisations most email is transmitted securely over encrypted VPN's but these are usually not the sources of malicious email threats. **All too often the offending emails are received from external sources, in some cases masking their true origins as a known and trusted source to the unsuspecting recipient.**

The Maildistiller Service has been engineered by industry leading messaging experts to protect against threats from known senders as well as threats from unknown senders which emanate from outside your organisation and outside your VPN's and DMZ's. The service operates as a walled garden filtering out the unwanted external emails and allowing you to remain in control of your valid email and secure communications with other organisations and partners. The Maildistiller Service's unique configuration allows clients to enhance their firewall settings to only accept port 25 connections (standard port for SMTP email) from our service. **The result is that the organisations are protected against direct attacks and distributed denial of service.**

## Local Presence

Maildistiller is powered by a network of Server Silo's and Internet connections. Each server Silo is built on a secure and scalable infrastructure with over 6 million global spam outbreak relays, Maildistiller is capable of handling hundreds of millions of emails every day. The global reach of our relay's means Maildistiller can detect global threats as they emerge and process email locally - in the region of origin and/or destination within a Data Centre unique to each territory our customers are located in.

## Data centres

Maildistiller operates distributed Data Centres in Europe and North America. This infrastructure is load balanced to provide enormous processing power and complete failover protection. A 24x7 Support Desk is also available. All Server Silos are subscribed to secure well-established telecommunications providers such as Tiscali, Verizon and BT at major Internet exchange points such as Goliath. Our Server Silo's operate in a 100% Virtualised environments across state of the art VMware, embedded hardware and connected to enterprise SAN infrastructure. All equipped with, redundant connectivity into multiple backbones, dual power feeds with UPS and backup generators, fire detection and suppression, video surveillance, manned by security guards 24x7 and strict access control limited to authorize personnel only. Additionally it's hosted alongside companies such as Verisign, Visa and One and One.

## Scalable

The infrastructure is entirely scalable with sufficient capacity to process email with no discernable delay during major peak periods. Each Server Silo has the ability to load-balance both within the Silo itself and across other Server Silo's. Each Server Silo's has load balancers that distribute each email on arrival to the next available mail server.

## Resilient

Our mail servers are clustered high performance servers. Each cluster has full redundancy within itself and all other hardware is duplicated providing maximum resilience. In the unlikely event that a Mail Cluster is unavailable, email will be processed by a Mail cluster in an alternative Silo or site. Should clients be unable to receive email for whatever reason, the Server Silo's will hold email until the client's email server is able to accept incoming email, providing additional incident and disaster recovery benefits. During this period email will be made available to affected end users through a secure webmail client from any internet. Business connection is not interrupted.

## Accurate

Maildistiller guarantees that email is accurately scanned according to the client's individual configuration - whatever the level of traffic. The Maildistiller services decode and unpack emails preparing them to be scanned for damaging or unwanted content according to each individual client's configuration and email policy. Once scanned, clean email is delivered and unwanted content handled according to the client's exact requirements.

## Monitored and managed

Maildistiller clients receive the highest levels of client and technical support through the Maildistiller support network. Our Network Operations Centre (NOC) provides worldwide client assistance 24/7 across every region to ensure seamless support regardless of your location. Our technicians monitor the network and email passing through the system, proactively seeking new information on emerging threats. This ensures the Maildistiller Service is continually and actively updated so your email is protected.

## Components

**Silos:** A Silo is a rack of highly redundant clustered VMware servers. Each Silo can have up to 40 Maildistiller Engines (MDEs) depending on fluctuations of email on the internet plus routers, Geo load balancers and other networking equipment.

## Regional clusters

Each Silo consists of multiple Clusters (usually 2-6). Clusters are utilized to process email, based on customer's geographic preference. By default, UK-based companies are assigned to UK clusters and so forth in whichever Country they are in. If a client has multiple offices we can also cluster across territory

