An Overview

Internet and email are now the communications life-line of most offices. Technological advances have thrown open a vast sea of opportunities and possibilities to make improved usage of the Internet. However, delays and non-delivery of emails, viruses, spam mail, unauthorized access, excessive usage of office Internet facilities for personal use and other related issues have become rather common and frequent. Today, more than ever before, interruptions in Internet connectivity and email delivery problems can severely effect the smooth operations of any workplace. Moreover, often organizational resources such as IT expertise and time and mind space to manage IT network are limited.

The IQuinox suite is a state-of-the-art communications platform designed to meet the ever-changing challenges of the digital world. While the Internet continues to present newer possibilities to make communications more effective and efficient, there is a need to be able to capitalize onto these opportunities and maximize its utility. Simply put, the challenge is about making more productive use of the Internet.

The IQuinox suite is designed to put you in charge and enable you to manage all forms of digital communication across the enterprise. It has been built to serve as a convergence platform where a single console of security, content filtering and usage management tools can control all forms of communications.

A recent recognition from NASSCOM

'Showcase Company for IT innovation in India' stands as a proud testimony to the success of our offerings and the value they have added to the more than 4000 customers that we have.

We managed to achieve a significant cost reduction by deploying the IQuinox solution. In fact, we have already managed to recover the ROI.
C. Nagendra,
Deputy Manager-Info Tech,
Bharat Fritz Werner Ltd.

Till date we have not encountered any virus nuisances, courtesy - the Anti-Virus for IQ Mail.
Gautam Sarawgi,
Head of IT,
Overnite Express.

The Product

The IQuinox platform and its modules/ applications provide all the necessary tools to:

- Administer and Monitor a content management policy
- Optimize usage of critical resources like bandwidth, hardware and human resources
- Provide essential security benefits like anti-virus and anti-spam protection across the organization and
- Build a chassis for an effective workflow management system

The IQuinox suite comprises of the following modules/ applications:

IQ Mail is designed to offer you a comprehensive email solution which includes email policy and security management, rule-based controls and allows for high levels of customization. It equips power user organizations that are looking beyond email connectivity into the next level - ensuring that email is used for optimum productivity and effectiveness.

IQ Web is designed to provide regulated sharing and selectively allow or block Internet access and Messenger usage amongst your employees. It also consists of power tools to monitor URLs visited and files downloaded, thereby providing enhanced security.
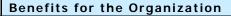
IQ Calendar enables an organization to provide its users an advanced collaborative calendaring and scheduling mechanism. It also allows for MS Outlook connectivity.

The IQuinox suite also has optional plug-ins namely Anti-Virus for IQ Mail and Anti-Spam for IQ Mail.

Anti-Virus for IQ Mail is a gateway level anti-virus plug-in that provides all the capabilities of a world-class anti-virus utility: self-learning heuristics engine, automatic updates, choice of action and alerts to sender and recipient.

Anti-Spam for IQ Mail is a powerful heuristics and Bayesian based anti-spam plug-in that incorporates collaborative learnings to make spam detection more accurate and efficient.

Benefits for the Organization

❏ Implementation and monitoring of Internet and email policies
❏ Increased productivity and efficiency
❏ User and Group-level Privileges for mail and proxy
❏ Supports all major mail and proxy protocols
❏ Mail Transfer scheduler
❏ Rule-based archiving
❏ Address Book: Global, Local and Personal
❏ Rule-based Robot service (Global)
❏ Mail and Proxy filters
❏ Alias Email Accounts
❏ Security (Gateway level Virus and Spam protection, SSL and ACL)
❏ Comprehensive mail scanning with clean and delete option
❏ Spam detection and control mechanism
❏ Auto download and updation of virus and spam definition files
❏ Customizable IQuinox Home Page (Current events/ Company news/ Message of the day)
❏ Backup Scheduler
❏ Great value for money

Benefits for the User

❏ Improved, streamlined communications
❏ Higher efficiency and Productivity
❏ Single Login/ Sign-in
❏ Individual email IDs
❏ Anywhere Mail/ Traveling user
❏ Auto responders
❏ Sender Authentication
❏ Rule-based Robot service (User level)
❏ WebMail with advanced features

Benefits for the Administrator

❏ Single window administration and monitoring
❏ Comprehensive remote administration capabilities
❏ User and Group-level rule control
❏ User properties templates
❏ Detailed logging and statistics
❏ Context sensitive help

Technical

IQuinox has been completely built using Java, essential mail management features have been pre-loaded and fine-tuned for better performance. What we call a streamlined and tightly engineered product. Since it has been developed using Java, it is platform independent and works on all popular Operating Systems.

It is available in various User Pack sizes (6-user, 12-user, 25-user, 50-user, 100-user, 250-user, 500-user, 1000-user). Corporate licences are also available for multi-location clients.

Company Profile

Established in 1995, QLC is one of the pioneers and leaders in Internet and email productivity solutions in India. We have distilled our exclusive expertise in Internet and email technologies and years of experience into 3 state-of-the-art offerings: PostMaster, IQuinox and MailServe. These are designed to streamline, control and monitor the flow of Internet and email communications, thereby, significantly increasing the organization's productivity levels and providing complete peace of mind.

With over 5000 installations across the country and outside, these offerings have gained the trust, respect and confidence of thousands of users. With more than 750 partners and support at more than 40 locations around the country, QLC is committed to providing you local support of global standards. Our products have won accolades from leading companies like Sun Microsystems, Novell, Tucows.com, and CNet amongst several others.

Our Clients

Our clientele includes a strong and loyal mix of small, medium and large enterprises across various industry segments and geographies. A partial client list of products and services:
Avon Beauty Products, Balaji Telefilms, Bata, Berger Paints, Bharat Sanchar Nigam Ltd., Eveready, Havell's India, Hindustan Motors, Indian Army, Indian Railways, ISRO, Kenstar, Nerolac Paints, Oil India Ltd., Overnite Express Ltd., Ranbaxy Laboratories, United Bank of India, UTV, Videocon to name a few.

For a free download of a trial-version of IQuinox visit www.qlc.in, or call us for a no-obligation free product demo.

IQ-Mail

IQ-Mail is the standard bearer of the IQuinox platform - a framework that provides user customizable rules to introduce process and measurability into the Internet communication channels that an organization uses.

Starting with its browser-based interface to allow 'anywhere, anytime access', IQ-Mail has been designed keeping the administrator in mind. More importantly, it is built keeping in mind the administrator's need to implement and keep evolving a robust and scalable e-mail usage policy for the organization.

New features that have been added include activating automatic delivery notifications from a remote PostMaster or IQ-Mail, multiple domain handling with customizable signatures for each domain and the rules-based Robot. Coupled with a number of internal tune-ups, you can achieve even better results by deploying IQ-Mail.

AntiVirus For IQ-Mail a plug-in for IQ-Mail is an anti-virus solution designed and optimized for working with IQ-Mail; AntiVirus For IQ-Mail ensures that your network is protected from e-mail borne viruses at the point of entry. The Attachment Control feature gives you even more control over the content that enters and leaves your network.

IQ-Mail also allows you to plug in AntiSpam For IQ-Mail, the anti-spam solution designed and optimized for IQ-Mail; AntiSpam For IQ-Mail is a powerful heuristics and Bayesian based anti-spam plug-in that incorporates collaborative learnings to make spam detection more accurate and efficient.

IQ-Mail Evaluation Criteria

You know you need IQ-Mail if any of the following statements describes your need:

❑ E-mail is the most important medium of communication for your organization; but users still tend to use the phone to check if e-mail has been received!

❑ You encounter complaints about e-mail taking too much time, or not knowing whether e-mail has reached even within your organization.

❑ You need to manage e-mail ID's based on more than one Internet domain - and maintain standards and response levels for all of them.

❑ You're sure that many people are abusing their e-mail privileges, but don't know what to do about it.

❑ You're not sure if e-mail is responded to on time, but don't know if this can be monitored & how.

❑ There have been too many disruptions of your network due to virus infections - people outside are complaining of infected e-mail from your network.

❑ Your administrator is forever troubleshooting e-mail related complaints.

❑ You feel your organization is not making best use of e-mail.

If one or more of the above statements is applicable to you, then do get in touch and we'll be happy to tell you what more you can achieve with IQ-Mail component of the IQuinox suite.

Key Features

❑ Multiple domains support	❑ Supports all mail protocols	❑ Access Control Lists
❑ Mail Transfer scheduler	❑ Simultaneous Send-Receive	❑ Popular mail clients support
❑ Auto email routing	❑ Individual email IDs	❑ Anywhere Mail
❑ Traveling user	❑ Incoming Mail Forwarding	❑ Outgoing Mail Forwarding
❑ Smart Auto-responder	❑ Account Management	❑ Email Alias Accounts
❑ Email archiving	❑ Rule based Archiving	❑ Real Time RBL Checks
❑ Sender authentication	❑ SSL enabled servers	❑ SSL enabled clients
❑ Robot service (Global/User)	❑ Mail Filters	❑ Delivery Notifications
❑ Mail Moderation	❑ Standardized email footer	❑ Scheduled Config Backup
❑ WebMail Multi folder support	❑ WebMail HTML View/Compose	❑ Email To SMS support
❑ Global Address Book	❑ Local Address Book	❑ Personal Address Book

Gateway Level AntiVirus Protection

Anti-virus software is about minimizing, if not eliminating the impact that a new or particularly malicious strain of virus could have on your network. And it's about doing this as conveniently as possible.

Thus ideally, if you have a solution that offers the best possible protection for known viruses and an equally thorough mechanism of keeping it regularly updated, then the risk to your network from virus attacks is greatly reduced.

Getting that protection at the server level - which is the gateway into your network - tackles the potential threat before it has a chance to penetrate further into your network.

Tackling The Problem

Let's take a quick look at how your e-mail system works. When you send out a message from your e-mail client, this is relayed to PostMaster, which accepts it and queues it for delivery when it dials out next. Next time IQ-Mail connects to the Internet, it contacts an Internet-based Mail Server, and transmits this message for onward delivery.

The message then moves across the Internet to the recipient's Internet-based Mail Server, where the POP3 (Post Office Protocol) server software accepts the message and stores it. The recipient receives the messages stored in his POP3 account, the next time he connects to collect his messages.

This entire process is reversed when someone sends you a message.

Thus, the Internet-based POP3 server is the first point of entry of e-mail into your network.

This means that there are potentially three points at which an Anti-virus solution can be put to work, namely

❑ On the Internet server, outside of the network,

❑ On the network mail server, i.e. the machine on which IQ-Mail has been installed, and

❑ On every node, or individual desktop machine.

AntiVirus For IQ-Mail

AntiVirus for IQ-Mail runs on your IQuinox machine, which is the e-mail gateway into your network. This ensures that scanning is completed before the message is delivered to the recipient - the decision and ultimate responsibility of what to do with infected messages is thus taken away from the end-user.

In a busy office environment, with users who may not be completely aware of the damage that viruses can wreak, it's all too easy to open an infected e-mail, particularly if the attachment has a sufficiently tempting name and comes from a known source. And this is precisely the loophole that worms exploit - often creating immense damage. Therefore, protection at the server, where infected messages are cleaned before being delivered to the recipient, is safer and more productive.

AntiVirus for IQ-Mail is integrated tightly with IQ-Mail and the entire IQuinox suite of products. Hence AntiVirus for IQ-Mail delivers optimum efficiency in message scanning at the attachment and content level.

What AntiVirus For IQ-Mail Offers

AntiVirus for IQ-Mail provides all the capabilities of typical anti-virus utility:

❑ Choice of action

❑ Alerts to sender & recipient

❑ Self-learning heuristics engine

❑ Automatic updates

Attachment Control

This feature is intended to give you control over e-mail content, in addition to protection from malicious content. With the amount of objectionable material spreading over e-mail, this becomes a gateway-level filter for such content. Not to mention filtering sensitive material being sent out of your network.

AntiVirus For IQ-Mail can even scan for attachments within zip files. This lets you manage malicious & objectionable content that enters / leaves your network, giving you first set of tools to lay down an e-mail usage policy.

Gateway Level AntiSpam Protection

Given the strengths & weaknesses of the spam handling technologies available, our approach to spam filtering has been to combine content analysis with user choice. This has been achieved by layering multiple spam identification techniques - SpamDef's, global and user defined filters, heuristic content analysis, Bayesian filters & last but not least, adaptive learning through user collaboration. AntiSpam For IQ-Mail is a product of this multi-tier screening logic. To strike the proper balance between effective spam detection, with minimal false positive tagging.

How It Works

Unlike anti-virus applications, anti-spam programs will not delete spam messages because of the very nature of spam, i.e. what may be spam for one organization may not be for another. For instance, computer hardware marketing newsletters may become spam for many organizations, but will not be spam for a system integrator. Or messages with the subject 'Interest Free Loans' may be spam for most organizations but may be part of regular business communication for banks and finance companies.

Given this 'grey' behavior of spam, any anti-spam system will not delete a message, only tag or label it as spam, based on the available rules and technology it follows. The power of acting on this tag is in the hands of the organization or the final recipient.

AntiSpam for IQ-Mail runs on your IQuinox machines and is integrated tightly with IQ-Mail and the entire IQuinox suite of products. Hence AntiSpam for IQ-Mail delivers optimum efficiency in screening message .

Integration of the spam-detection methodologies in the proper sequence has resulted in a robust and highly efficient anti-spam solution that boasts scores among the best in the industry and the world today. Making for the most compelling value for IQuinox customers.

On successful training AntiSpam For IQ-Mai has reliably delivered greater than 99% spam detection and tagging, with less than 0.5% of false positives.

AntiSpam For IQ-Mail

AntiSpam For IQ-Mail uses the following approach to spam detection & tagging.

Filtering
White & Black, Global & Individual

This forms the first spam barrier. Messages processed by AntiSpam For IQ-Mai are first filtered by whitelists and blacklists maintained at the user and system (or global) level. These lists allow messages to be immediately tagged as spam, based upon the email header of the mail. The message gets tagged at the first criteria match, thus optimizing resource usage.

SpamDefs &
Heuristic Content Screening

Unlike filters, heuristic processes are not reliant on pre-established formulas, instead using experiential learning to determine whether a message may be spam. SpamDefs operate on the same principle as virus definitions - a set of globally known and accepted fingerprints of spam mail. AntiSpam For IQ-Mai compares patterns of incoming messages with those in its database, using Bayesian algorithms, to identify spam. Spam is mutating and evolving even faster than viruses, so the patterns keep changing and growing. SpamDef database updates itself regularly from our servers through the Auto-download feature of AntiSpam For IQ-Mai.

Collaborative Learning
With Bayesian Algorithms

Filters and SpamDefs are extremely powerful barriers against spam. But given the essential nature of spam, i.e. spam lies in the eyes of the beholder, because the mail is unsolicited. To address this issue, the next layer of screening is based on understanding the recipients' categorization of what is spam for the organization and himself. Learning takes place by requiring users to classify their incoming mail. The heuristics engine captures the 'fingerprint' information from the message and builds into its knowledge-base and the system thus learns. Even a small trusted group of users can train the system up and the system then applies this learning for the entire organization. Thus collaborative, learning builds a custom spam-filtering system tailored for the organization.

Net Access Without Excess

What is a Proxy Server

The primary use of a proxy server is to allow users access to the Internet from within a network. Anyone within a network can now have full Web access with minimum effort and without compromising security.

The proxy server listens for requests from users within the network and forwards these requests to remote internet servers. The proxy server reads responses from the external servers and then sends them to internal users.

You can use a proxy server in a number of ways, including:

❑ Permitting and restricting client access to the Internet based on the client IP address

❑ Caching documents for internal documents

❑ Selectively controlling access to the Internet and subnets based on the submitted URL

❑ Providing Internet access for companies using private networks

❑ Converting data to HTML format so it is readable by a browser

Introducing IQ-Web

A proxy server that works as a control system for optimizing work-related usage of Internet resources.

IQ-Web is a proxy server that enables multiple users to access the Internet simultaneously through one shared Internet connection. IQ-Web allows organizations to give controlled access to the Internet. Its features like "activity logging" and "white" and "black" lists of sites ensure that the web is used for only business purposes.

Benefits

IQ-Web puts you in control and gives you a choice - to completely control, or to set up a reassuring mix of useful and controlled Internet access.

It's a tool that you can use in perfect harmony with your organizational policies. Now your policies can be made completely flexible with no compromise on security concerns.

IQ-Web Features

Protocol Support

❑ Supports all major protocols HTTP, FTP, SOCK and RAV

❑ TCP Port Mapping facilitates support for proprietary protocols

User Control

❑ Restrict access for every user on whether the user can browse, use ftp, instant messenger or internet chat.

❑ Restrict user access to the internet based on the time of the day. The user can browse only during specified time range.

❑ Restrict user access to the internet based on amount of traffic caused by the user in the day.

Multiple Authentication Mechanisms

❑ UserPass - allows only valid users to access the Internet based on password authentication

❑ EasyAuth - will not ask for user name / password for any HTTP requests; all users are presumed to be logged in as admin

❑ CacheAuth - will ask for user name / password only for the first HTTP requests coming from a machine.

Activity Control

❑ Restrict access with site filtering by specifying a black list of URLs

❑ Monitor browsing activity through logging and real-time monitor

❑ Control nature of browsing by restricting access to protocols (SOCKS for Instant Messengers, RAV for streaming audio-video, etc.)

Bandwidth Optimization

❑ Save bandwidth by blocking heavy ad images & downloads

❑ Load from cache of static pages of frequently visited sites

❑ For dial-ups, dial only when there is a request for browsing

Security

❑ User authentication ensures only valid usage

❑ Access Control List to prevent hackers

❑ Support available for user level logging / activity monitoring

Scheduling & Collaboration

The difference between a wildly successful business and one that is struggling to survive is often quite small. Successful businesses have employees that know what to do and when to do it. Struggling businesses are often scenes of chaos, with employees unaware of the status of their assignments or even their role in a particular project. The key to coordinating employee efforts is groupware or collaboration software, and the scheduling calendar is the cornerstone of great groupware.

IQ-Calendar, an easy-to-use scheduling calendar, is now an integral part of our IQuinox suite. With no software to download, update or backup, your employees can access the scheduling calendar from any computer with your network.

IQ-Calendar enables an organization to provide its users with a calendaring / scheduling mechanism. IQ-Calendar allows users to define tasks, events and conferences.

Email / QuickMsg based alerts will act as reminders to the users' task, events and conferences. Reminder alerts will be generated prior to the events as per the specified time. If the alert time is missed (because of system being down or stopped), alerts will still be generated (on the next start-up).

The IQ-Calendar enables users to access their calendar from anywhere on the network by simply accessing the IQuinox computer using a web browser like Internet Explorer or Netscape Navigator.

IQ-Calendar provides a centralized storage of the users' calendars and also enables sharing of users' calendars as per their preferences.

Centralized maintenance even means that Admin can post daily notices which are displayed to all users who login and view their calendar. Configurable weekly and annual holidays and configurable categories for activities provide unsurpassed flexibility.

In short, you will wonder how you managed your time before time management using IQ-Calendar

IQ-Calendar Features

The features provided within IQ-Cal include:

Calendar Viewing
IQ-Cal provides an easy and user-friendly way to view your activities. IQ-Cal provides a monthly, weekly as well a daily view. Navigation from one day to other or changing of the view is a simple one click operation. In addition to this search and filter facilities provided makes it easy to locate an activity.

User Specific Activity
[Task / Date-Reminders / Events]
IQ-Cal allows users to set activities like Tasks - a ToDo, Date-Reminder - a repetitive ToDo (Weekly, Monthly, Annual), Events - an activity on a specific date & time (or for a time range).

Collaborative Activity
[Conferences / Invitations]
IQ-Cal allows users to set activities like conferences. Conference, is a "common / shares event for multiple users". A user (Initiator) wanting to set up a conference first identifies the other users who are to be part of the conference. The user sends an "Invitation" to all the identified users (invitees). Invitees will receive an alert vial email or quick-msg. The Invitees on receiving the invitation will respond by "Accepting" or "Rejecting" the Invitation.
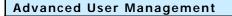
Outlook Connectivity
IQ-Cal provides a seamless integration with Microsoft Outlook. If you have a network of Outlook Users, all of them can view other users "free-busy-time". Outlook Users can send invitations to other Outlook users who can accept or reject the invitation. Calendar for both these Outlook users is automatically updated. Seamless integration is also possible for a user not using Outlook to collaborate with an Outlook User and vice versa.

Collaborative Calendar Viewing
IQuinox WebCal allows you to view the calendars of other WebCal users or even Outlook users. This enables the users check the "free-busy-time" of other users before initiating a collaborative activity.

Advanced User Management

A typical requirement of a multi-location organization using IQuinox is to add / delete users in remote location. Along with the user information, the POP3 account information also needs to be added / updated / deleted.

New User or POP3 Account information generally originates from the server-admin in a central location and is propagated to server-admin of a remote location. Sending such information over the mail is prone to be erroneous (transcription errors) or could involve an unacceptable delay in creating such accounts locally. In case of any errors, trouble-shooting the problem becomes a time-consuming activity.

IQuinox Advanced User Management (AUM) component (Server & Client) is built to automate and provide a centralized solution to manage Users Accounts & POP3 Accounts (add / edit / delete / move). Advanced User Management (AUM) works as a client-server system and is a part of the IQuinox framework i.e. a module in IQuinox (like IQ-Mail / IQ-Web).

Once AUM-Client-Server configuration is implemented, User Management and POP3-ccounts Management happens only through the AUM-Server & AUM-Client transactions. The data-which is be configured through AUM-Server is displayed as ReadOnly in the IQuinox where AUM-Client is invoked.

All IQuinox where the AUM-Client is invoked will periodically connect to the AUM-Server and update the User Account and the POP3-Account info based on the configurations done at the AUM-Server level. If AUM-Client is enabled, before every POP3 download, the AUM-Sync will happen. This will ensure that IQ-Mail has the latest user information before downloading & distributing the mails.

Key Benefits

- ❑ Centralized User & POP3 Account Management
- ❑ Eliminate User & POP3 information traveling over mail; more secure
- ❑ Eliminate delays and problems in creating of remote users and POP3 account

How AUM-Client-Server Work

The following is a brief description of how AUM works:

1. The AUM-Server license is invoked on a computer running IQuinox and is designated as the "central computer".
2. The AUM-Client license is invoked on all other computers running IQuinox within the organization.
3. The AUM-Server computer must be accessible by all AUM-Client computers either over WAN or over the Internet. Fixed IP Address through which AUM-Clients can connect to AUM-Server is mandatory.
4. User Account & POP3 Account data from existing IQuinox / PostMaster (on which AUM-Client is now installed) is exported and then imported into the IQuinox where AUM-Server is running.
5. Thereafter, the data-which is configured through AUM-Server will be displayed as ReadOnly in the IQuinox where AUM-Client is invoked.
6. The AUM-Server Admin now can make any changes in User Accounts and POP3 Accounts as required.
7. Before every POP3 download, the AUM-Client connects to the AUM-Server and the AUM-Sync happens.

AUM-Sync is process of transferring the latest additions, updates or deletion to the User and POP3 Accounts for the location. This ensures that IQ-Mail where AUM-Client is installed has the latest User and POP3 Account information before downloading & distributing the mails.

The AUM-Server & AUM-Client sync process involves the following:

- ❑ Adding A New User
- ❑ Editing A User
- ❑ Deleting A User
- ❑ Moving User From One Location To Another
- ❑ Adding A New POP3 Account
- ❑ Editing a POP3 Account
- ❑ Deleting a POP3 Account
- ❑ Moving POP3 Account from one location to another

SyncBooks For IQ-Mail

A typical requirement of a multi-location organization using IQuinox is to have a consolidate list of all the users in the organization. Similarly a combined "Global Address Book" of all IQuinox running across the country would also be very useful.

IQuinox SyncBook component facilitates synchronization of Corporate and Master Global Address book in a multiple-location installation of IQuinox.

Corporate Address Book provides a mechanism to consolidate the Local Address Book of IQuinox at all the locations and display the same in the Address Book option of the users' WebMail. IQuinox can also be configured to include this address book in LDAP Queries.

Master Global Address Book provides a mechanism to consolidate the Global Address Book of IQuinox at all the locations and display the same in the Address Book option of the users' WebMail. IQuinox can also be configured to include this address book in LDAP Queries.

IQuinox SyncBook component is built to automate and provide a centralized solution to consolidate the Corporate Address Book and Master Global Address Book. SynBook works as a client-server system and is a part of the IQ-Mail framework i.e. a plug-in to IQ-Mail (like AntiVirus For IQ-Mail / AntiSpam For IQ-Web).

Key Benefits

Regular, trouble-free and more important local (and also through Internet) availability of Corporate Address Book and Master Global Address Book to all email clients which can connect to LDAP Server of IQuinox.

Corporate Address Book and Master Global Address Book is available to all users who use IQuinox WebMail.

Since SyncBook operations are scheduled (no manual intervention) the Corporate Address Book and Master Global Address Book are always up-to-date.

How SyncBooks For IQ-Mail Works

The SyncBook Server allows SynBook Clients to upload the address book details (email, contact name and other details) stored in the Local Address Book and Global Address Book of the respective locations.

After the upload is completed, the IQuinox SyncBook Server has consolidated Local Address Book and Global Address Book

At this point, SyncBook Server allows the SyncBook Clients to download the Corporate Address Book (the consolidated Local Address Book) and the Master Global Address Book (the consolidated Global Address Book).

Once these books are downloaded by the SyncBook Clients, the internal database is updated and the Corporate Address Book and the Master Global Address are available locally.

SyncBook Server

The SyncBook Server module allows you to manage Locations and the Address List mapped to the location.

Locations Management cover maintenance of details of client machines that can connect to the SyncBook server and download address book details of users as uploaded by the SyncBook clients of the various locations.

AddressBook component of the SyncBook Server, enables an administrator to manage address book entries. Apart from the basic operations, facilities to import address or export addresses and search for addresses within the SyncBook database are also available.

SyncBook Client

The SyncBook client module allows you to synchronize your Corporate and Master Global Address book in a multi-location IQuinox. The SyncBook client module can be set in scheduled mode so that periodically it will connect to the SyncBook Server and exchange data.

IQ-MailList

A generic requirement of any marketing oriented organization is to have the ability to send personalized mails (yet with majority of the content being same) to a group or a list of recipients.

IQ-MailList, a component for the IQuinox, helps you achieve this with minimal effort. IQ-MailList is designed to create and support mailing lists for your clients and subscribers. All you have to do is draft one message and it will be sent to an entire list of mail recipients. In addition, the system can create a personalized letter for each subscriber, which can include all the necessary information from your data base.

The primary function of the IQ-MailList is to create campaigns for the specific list(s) and send them to the recipients who are subscribed to those list(s). After the campaign is completed, the IQ-MailList can optionally manage mail returns (bounces) / handle some useful statistics.

Key Benefits

❑ Publish your newsletter /e-magazine / mailing list messages in minutes.
❑ Keep in touch and build stronger relationships with your group / list.
❑ Keep your group informed with up-to-date information.
❑ No restrictions on recipients, lists campaigns. All unlimited.
❑ Personalize messages with persons name, email.
❑ Statistics on bounce, clicks-throughs and .views available.
❑ Tightly integrated with IQ-Mail.

Disclaimer

QLC prohibits the use of this product in any manner associated with the transmission, distribution or delivery of any unsolicited bulk or unsolicited commercial e-mail ("Spam").

QLC does not authorize the harvesting, mining or collection of e-mail addresses or other information from or through the Services.

Unauthorized use of the Product in connection with the transmission of unsolicited e-mail, including the transmission of e-mail in violation of this policy, may result in civil, criminal, or administrative penalties against the sender and those assisting the sender.

How IQ-MailList Works

At a generic level, the IQ-MailList can be divided into the following components

❑ List / Recipient Manager
❑ Campaign Manager
❑ Tracking Manager

List / Recipient Manager

In IQ-MailList, List Management and Recipient Management is done in a smart and intelligent manner. The List and Recipient data are maintained separately. A separate mapping index identifies which Recipient belongs to which list. Hence, it is possible to map a Recipient to more than one list very efficiently. Provides scalability and stability.

Campaign Manager

Campaign Management is the core of IQ-MailList. Campaign is basically creating of email, identifying the list of recipients the email is to be sent, testing the email output and scheduling or manually activating the mailshot.

For Mail Campaigns which are required to be sent periodically with very little change, IQ-MailList provides flexibility of duplicating a Mail Campaign easily.

Tracking Manager

Tracking Manager works at multiple levels:

❑ ViewTrack
gives details of which recipient has opened and viewed the mail
❑ ClickTrack
gives details on which recipient has clicked a URL within the mail and when (date & time).
❑ BounceTrack
tracks the bounced mails and automatically blocks these email address so that in the next Mail Campaign, mails are not sent to such email address.

Note
ViewTrack & ClickTrack will only work when Mail Campaign is personalized. Also, the IQuinox machine needs to have a fixed Internet IP Address and the http port needs to be accessible from the internet.

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Archive Management For IQ-Mail

Over the past years, email has become a primary channel of business communication. Today emails provide organizations with a fast medium of conveying business correspondence. Since emails have become the electronic substitutes of legal business documentation, the information being passed on through this electronic correspondence constitutes a record. Consequently, such correspondence must be retained for a minimum period of time, often established by statutes.

An email archive is a repository generally kept in a non-productive environment to provide secure preservation of email for compliance and operational purposes. A 'true' email archiving system automatically stores (in a secure area) the message contents and attachments from incoming/outgoing emails and after indexing. This ensures that archived records are maintained in their original state. Email archiving management system should be able to trace a mail with limited information in the quickest possible time.

File Based Email Archiving, an option available in IQuinox, systematically saves the raw mail data which can be accessed later as per the settings configured.

Archive-Management For IQ-Mail (AM For IQ-Mail), is an add-on module to IQ-Mail that will help search for specific mail(s) in file based archive folders.

The two important function of AM For IQ-Mail are

❑ Search & Re-inject
Given certain parameters, trace a mail from the Archive Folders without difficulty. Having traced the mail, re-inject the mail back into the system if required.

❑ Recreate Mailbox
a mailbox of a user may be created for a specific period i.e. re-send all the mails received by the user whether he had received them directly or through some forwarding or through some rule.

How AM For IQ-Mail Works

Search & Re-inject

Facility will be provided to search the mails based on
❑ Mail Headers
(From, To, Cc, Subject)
❑ Mail Body
(free form text search)

Multiple conditions (up to a max of three) and their combinations thereof (and / or / custom-defined) may be specified.

Once the mail(s) which match the criteria specified are located, the same are displayed. The admin may view each mail at a time.

For each mail being viewed, the following option will be provided,
❑ Send All   distribute the mail again to all original recipients
❑ Send Select   distribute the mail again to select original recipients
❑ Send New   distribute the mail but using the address list specified

Recreate Mechanism

The recreate mechanism will be based on the date range and user login.

For the date range specified (no limit for the date range), the system will go through the mails for all the archive folders within the date-range.

If any mail was earlier delivered to the user, that mail will be re-generated / injected in the spool with only one rcpt (whose mailbox is being recreated). During "recreate" all the mails (whether received directly or through some forwarding or through some rule) received by the user will be re-generated.

Key Benefits
❑ Enforce compliance of email storage and archive laws
❑ Keep archived mail data confidential with restricted access.
❑ Addresses problems associated with Personal Archives
❑ Optimized storage and thus reduced backup cost/time
❑ Quick search results leads to increased user productivity.

IQ-Mail MIS / IQ-Web MIS

IQ-EMail-MIS (IQ-EMIS) & IQ-Web-MIS are monitoring modules designed to control email use and internet in the corporate network. IQ-EMIS analyzes email log files and provides the detailed reports about private and business emails coming to and from the corporate network. Similarly IQ-WMIS analyzes web log files and provides the detailed reports about URLs accessed / files downloaded by the users within the network. The reports have a well-defined layout and deliver information in a crisp and clear manner.

IQ-EMIS module is a solid solution against frivolous employees who undermine corporate discipline and decrease productivity by sending and receiving non-work related emails. It can also help reduce the damage from the bandwidth misuse which costs companies in financial terms.

IQ-WMIS module is an equally solid solution against employees who misuse corporate internet connectivity and decrease productivity. It also helps reduce the damage from the bandwidth misuse which costs companies in financial terms.

Based on the above reports corporate email / internet usage policy can be enforced; blocking the unwanted mails can be done; non-productive URLs can be blocked; and the bandwidth can be saved.

Working & Mechanism

IQ-EMIS module monitors the logs of outgoing, incoming and internal mails and stores the relevant data in the database for statistical query. Similarly, IQ-WMIS module monitors the logs of all the protocols and stores the relevant data in the database for statistical query

Both IQ-EMIS & IQ-WMIS parses the relevant log files generated and updates their respective database at [a] change of the day [b] the first startup of the day. This ensures that there will be little impact on the main mailing system which is critical.

A separate license is required for enabling IQ-EMIS & IQ-WMIS. Number of user licenses must be same as IQ-Mail / IQ-Web.

Reporting Options

IQ-EMIS Standard Report Options

The following standard report options are available:

1. Email Details - Sender Report
2. Email Details – Recipient Report
3. Top Summary - Senders For A User
4. Top Summary - Recipients For A User
5. External Email Sender Details Report
6. External Email Recipients Summary Report
7. External Email Sender / Recipient Summary Report

IQ-EMIS Exception Reports

The following exception report options are available:

1. ACL Restriction Report
2. RBL Restriction Report
3. SMTP Sender Block Report
4. SMTP Recipient Block Report
5. POP3 Sender Block Report
6. SMTP Max Size Restriction Report
7. AntiSpam Download Restriction Report
8. SMTP Max Valid Rcpt Restriction
9. SMTP Max Invalid Rcpt Restriction

IQ-WMIS Standard Report Options

The following standard report options are available:

1. Internet Access Details – Report
2. URL Based Reports/Stats
3. User Based Reports/Stats
4. Top Summary - URL Based Reports
5. Top Summary - User Based Reports

IQ-WMIS Exception Report Options

The following exception report options are available:

1. Accessed Blocked Sites Report
2. Authentication Failed Report
3. Download Restriction Report