



MICROSOFT 365 ARCHIVE, RECOVERY, AND COMPLIANCE WORKSPACE

SoteriMail

A user-driven archive front door that brings search, restore, support, identity readiness, and operational governance into one calm Soteria Cloud experience.

Self-service archive search

Guided recovery

Tenant-aware governance

The screenshot displays the SoteriMail interface. At the top left, there is a logo with 'SM' and the text 'SoteriMail Tenant archive workspace'. To the right is a 'Live adapter' button. Below the header are four tabs: 'Archive', 'Recover', 'Activity', and 'Admin'. The main content area is split into two sections. The left section, titled 'SEARCH ARCHIVE Find the right mailbox first.', contains a search input field with 'invoice', a field with 'abongile@soteriacloud.com', a 'Self-service' button, and a large 'Search archive' button. The right section, titled 'SEARCH FACTS Policy-aware handoff ready', contains the text: 'Mailbox context, reason, query, and audit scope are captured before archive access continues.'

PLATFORM OVERVIEW

A cleaner front door for archive operations.

SoteriMail helps organizations and service providers simplify Microsoft 365 archive access without turning every search, restore, or support request into an administrator-led process.

The platform aligns Microsoft identity, mailbox context, Acronis archive services, support escalation, and audit visibility behind a single role-aware workspace.

End users get a guided experience for their own mailbox. Administrators get the control surface needed for cross-mailbox operations, onboarding, and service readiness.

POSITIONING

SoteriMail is the operational workspace that sits in front of archive authority systems and keeps archive work understandable, auditable, and fast.

AUDIENCE

Users, admins, MSPs, aggregators

CORE SYSTEM

Microsoft 365 archive workspace

ACCESS

Web workspace and Outlook add-in

1 Connect Acronis and Microsoft tenant context.

2 Resolve user, role, mailbox, and archive scope.

3 Open search, restore, support, or admin security views.

Archive search

Search protected mailboxes with tenant-aware access controls and restore-ready context.

Guided recovery

Queue mailbox recovery with policy-aware targeting and audit visibility.

Identity readiness

See Microsoft account, archive mailbox, link status, and access readiness.

WHO IT HELPS

One workspace, different jobs to be done.

SoteriMail is built for the people who need fast personal recovery and the teams responsible for secure archive operations at scale.

End users

Search their own archive, request restore, and escalate with the right context instead of opening vague support tickets.

Customer administrators

Manage setup readiness, user access, identity links, archive coverage, recovery queues, and security posture.

Service providers

Operate across customers with partner-ready branding, tenant onboarding, support workflows, and billing visibility.

USER BENEFITS

- One place for communication and archive access
- Faster self-service recovery
- Clear support escalation paths
- Archive access aligned to mailbox scope

OPERATIONAL BENEFITS

- Guided readiness instead of raw configuration
- Simpler Microsoft-to-archive identity linking
- Auditable search, restore, support, and sync events
- Partner and tenant governance for channel delivery

Daily Workspace

- Mail
- Calendar
- Contacts
- Tasks
- Archive
- Recover
- Activity

Admin Workspace

- Setup readiness
- Bulk onboarding
- Identity linking
- Support queue
- Security dashboard

Partner Workspace

- Tenant onboarding
- Branding inheritance
- Mailer scope
- Billing visibility

LAUNCH PATH

From subscription activation to daily archive operations.

SoteriMail is delivered as a Soteria Cloud SaaS solution. The platform is already available, ready for onboarding, and designed for a controlled rollout across users and tenants.

1 Activate the customer or partner workspace.

2 Connect Microsoft 365 and archive service context through guided onboarding.

3 Review mailbox inventory and archive coverage.

4 Link Microsoft identities to archive mailboxes.

5 Roll out users in controlled batches.

6 Operate daily through the web workspace and Outlook add-in.

ACCESS SURFACES

Users can work through the browser-based SoteriMail workspace or through an Outlook add-in focused on archive search and restore.

SECURITY

Role-based access and mandatory 2FA

AUDIT

Search, restore, support, sync, and admin events

AVAILABILITY

Soteria Cloud-hosted SaaS, ready for onboarding

IN SHORT

SoteriMail gives users a simpler experience and gives administrators the control surface needed to run archive services at scale.