



PRODUCT, INTEGRATION, SECURITY, AND SAAS AVAILABILITY PROFILE

SoteriMail Datasheet

A concise product snapshot of the SoteriMail platform for customer, MSP, aggregator, and platform-owner evaluation.

Microsoft 365

Acronis integration

Role-aware operations

SM **SoteriMail**
Tenant archive workspace Live adapter

Archive Recover Activity Admin

SEARCH ARCHIVE
Find the right mailbox first.

SEARCH FACTS
Policy-aware handoff ready

Mailbox context, reason, query, and audit scope are captured before archive access continues.

AT A GLANCE

Governed communication and archive operations.

SoteriMail combines communication workspace functions with tenant-scoped archive search, recovery, support, and governance workflows.

PRIMARY USE CASES	Self-service archive search, restore, onboarding, support escalation, tenant governance
TARGET PERSONAS	End users, customer admins, MSP admins, aggregator admins, platform owners
ACCESS SURFACES	Browser workspace and Outlook add-in
ARCHIVE INTEGRATION	Acronis tenant discovery, mailbox discovery, search handoff, restore orchestration
MICROSOFT INTEGRATION	Directory sync, mailbox, calendar, contacts, tasks, identity context

WORKSPACE MODULES
Mail, Calendar, Tasks, Contacts, Archive, Recover, Activity

ADMIN MODULES
Setup, Admin, Support, Security, Platform

COMMERCIAL MODEL
Partner and tenant-aware operational visibility

IDEAL FOR
MSP-delivered archive self-service, aggregator-managed tenant operations, customer archive workspaces, and white-labeled service delivery.

User Facing

- Portal sign-in
- Mandatory TOTP
- Mailbox-scoped archive search
- Restore request tracking
- Support escalation
- Outlook add-in

Administrator Facing

- Guided setup
- Integration validation
- User lifecycle
- Bulk onboarding
- Identity linking
- Security dashboard

Platform Operations

- Tenant onboarding
- Branding inheritance
- Mailer control
- Billing statements
- Partner hierarchy

FUNCTIONAL SCOPE

The modules buyers ask about first.

The platform is intentionally broad enough to support daily communication work while staying disciplined around archive security and operational governance.

MAIL	Microsoft mailbox workspace with folders, message reading, send, actions, and delegated mailbox readiness.
CALENDAR	Day, week, and month workflows with event editing, RSVP, recurring event support, and free-busy.
CONTACTS	Microsoft contact synchronization, contact detail editing, and organization context.
TASKS	Personal and assigned task management with due date, priority, reminder, and communication-driven creation.
ARCHIVE	Mailbox-scoped archive search, filters, preview context, retention metadata, and handoff where required.
RECOVER	Restore submission, target selection, overwrite mode, queue tracking, and recovery audit.
ACTIVITY	Search, restore, sync, support, mailbox, task, and security event review.

SECURITY

Governance Controls

- Role-based access with organization and mailbox scope enforcement
- Mandatory TOTP 2FA for platform authentication
- Protected integration handling managed by Soteria Cloud
- Access controls for admin and platform-owner areas

AUDIT

Operational Traceability

- Audit logging for sign-in, search, restore, support, sync, and administrative actions
- Explicit readiness model for Microsoft, archive mailbox, link status, and login readiness
- Context-preserving support escalation for search and restore workflows

SAAS AVAILABILITY

Ready to use through Soteria Cloud.

SoteriMail is a Soteria Cloud-hosted SaaS solution. Customers do not need to install or host infrastructure; they are onboarded into a managed workspace with web and Outlook access surfaces.

SERVICE MODEL	Soteria Cloud-hosted SaaS, already deployed and ready for customer onboarding
USER ACCESS	Browser workspace for archive, recovery, activity, support, and administration
OUTLOOK EXPERIENCE	Outlook add-in for archive search and restore inside the user's email workflow
CUSTOMER ONBOARDING	Guided setup for organization scope, mailbox readiness, identity linking, and user rollout
ARCHIVE CONNECTION	Acronis-connected archive search, restore, and protection context
MICROSOFT 365 CONNECTION	Identity-aware mailbox, calendar, contacts, and task context
SERVICE OPERATIONS	Soteria Cloud manages availability, platform updates, and operational continuity

NO CUSTOMER INFRASTRUCTURE REQUIRED
SoteriMail is consumed as a ready SaaS service. Customer effort is focused on onboarding, integration authorization, user readiness, and controlled rollout.

- Soteria Cloud-hosted service
- Web workspace for daily use
- Outlook add-in for in-mailbox workflows
- Managed platform updates and service operations

OPERATIONAL CHARACTER

Guided setup, explicit identity readiness, partner-aware branding, and mailbox-scoped access by default.