



CONNECTING ARCHIVE ACCESS WITH DAILY OPERATIONS

SoteriMail Solution Brief

How Soteria Cloud turns Microsoft 365 archive search, recovery, support, and compliance work into a governed self-service operating model.

Problem and response

Business outcomes

Service-provider ready

SM SoteriMail
Tenant archive workspace Live adapter

Archive Recover Activity Admin

SEARCH ARCHIVE
Find the right mailbox first.

invoice

abongile@soteriacloud.com Self-service

Search archive

SEARCH FACTS
Policy-aware handoff ready

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

EXECUTIVE SUMMARY

More than a search-only archive portal.

Organizations and service providers often manage email archive, user onboarding, Microsoft identity, support escalations, and recovery workflows in disconnected tools. SoteriMail joins those jobs in one operational workspace.

THE PROBLEM

- Unclear mailbox ownership and archive access
- Slow restore and support processes
- Poor admin visibility into readiness and coverage
- Duplicate identity records across systems
- Inconsistent partner and customer experience

THE RESPONSE

- Communication workspace for mail, calendar, tasks, and contacts
- Archive search and restore workflows backed by Acronis
- Microsoft-first identity and mailbox awareness
- Guided setup, support, admin, and security operations
- Partner and platform governance for channel delivery

Faster retrieval

Users and administrators can start archive search and recovery with the right mailbox and reason context already captured.

Lower onboarding effort

Bulk provisioning and identity linking are driven by discovered mailbox inventory and Microsoft directory data.

Better governance

Role boundaries, audit events, support context, branding, billing, and tenant scope are visible in one model.

SOLUTION MODEL

The archive authority stays protected. The user experience gets simpler.

SoteriMail acts as a controlled front door. It prepares tenant, identity, mailbox, and reason context before users enter archive, recovery, support, or security workflows.

Microsoft 365

Identity, mailbox, calendar, contacts, tasks

SoteriMail

Role-aware workspace, audit, support, readiness

Acronis

Archive discovery, search authority, restore orchestration

Communication workspace

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

Guided administration

- Setup readiness
- Connection state
- Access control
- Identity linking
- Controlled rollout

Support operations

- Escalation intake
- Assignment
- Notes
- Response
- Resolve and reopen
- Linked search or restore context

WHY IT MATTERS

Archive access becomes part of the normal operating model instead of an isolated specialist function.



BUYER FIT

Designed for managed service delivery and operational scale.

The strongest fit is any environment where archive access must be simple for users, controlled for administrators, and repeatable for service providers.

MSPs

Deliver archive self-service and support across customer organizations with partner-ready controls.

Aggregators

Standardize archive operations, billing, and governance across partner networks.

Customers

Run Microsoft-linked archive operations without forcing users into disconnected tools.

Platform operators

Govern tenants, branding, service visibility, and commercial operations from one SaaS control plane.

SAAS AVAILABILITY

- Soteria Cloud-hosted service, already deployed and ready for onboarding
- Web workspace for daily archive and recovery operations
- Outlook add-in for search and restore inside Outlook
- Guided customer, MSP, and partner onboarding
- Acronis and Microsoft 365-aware operating model

BOTTOM LINE

SoteriMail is a communication, archive, recovery, and governance workspace built for self-service access and managed service operations.