

SERVICE DESCRIPTIONS

SEPPMAIL.CLOUD

VERSION 1.0, VALID FROM MARCH 1, 2023

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1. Introduction

Seppmail.cloud provides e-mail security services such as encryption, digital signature and mail filter through a «Software-as-a-cloud» delivery model. The services are offered in two jurisdictions (Germany/EU and Switzerland) with the same services (except where noted).

1.1. References

Cloud Manual Switzerland / German	https://docs.seppmail.com/ch/cloud/
Cloud Manual EU / German	https://docs.seppmail.com/de/cloud/
Support SLA	https://downloads.seppmail.com/wp-content/uploads/docu/Maintenance-and-Support.pdf
External Monitoring System	https://seppmail.statuspal.eu/

1.2. Definitions

Tenant	End-user organisation using seppmail.cloud services. Typically the customer of a partner.
Managed Domain	An Internet domain used with seppmail.cloud services
Inline Integration	MX record for customer domain points to seppmail.cloud, and seppmail.cloud is used as relay for messages out to the recipient domain MX records
Parallel Integration	MX record for customer domain does not point to seppmail.cloud (it typically points to M365). The seppmail.cloud services are integrated by rules and connectors on M365, or with equivalent functions in a different mail environment.

2. Service-Specific Characteristics

2.1. seppmail.cloud Portal, Basic Service

Service ID	SC-SERVICE SC-ADMINONLY (for partners, via Service Request)
Service Summary	Basic service required for all other seppmail.cloud services
Features and Functions	Management Functions <ul style="list-style-type: none"> • User Profile • Logs (Mailflow and Rule Engine) • Service Settings • User Management • Tasks / Activation Notifications • Reporting (Invoice, Statistics/Charts) • Multi-Tenant access for partners • Role- and Rights Concept Mailflow Functions <ul style="list-style-type: none"> • SEPPmail Domain Encryption
Services and Functions not supported	<ul style="list-style-type: none"> • Single user mailboxes with domains not owned by tenant
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> • Admin and end-user access: https://login.seppmail.cloud/ • Role-based access rights within the portal • Multi-tenant access for partners
Service Levels, Operational Limits	<ul style="list-style-type: none"> • Support-SLA according to SEPPmail support SLA document • login.seppmail.cloud service availability 99.9% during office hours • Log collection delays < 120 seconds for 99.9% of displayed log lines"
Service Level Exclusion	
Services Required	None
Incompatible Services	<ul style="list-style-type: none"> • SC-ADMINONLY is for partners who may have a dedicated domain for user accounts which may be different from their e-mail domain
Service Activation	<ul style="list-style-type: none"> • SC-SERVICE: Activation Notifications • SC-ADMINONLY: Service Request / Ticket
Pricing Model	<ul style="list-style-type: none"> • SC-SERVICE: per User per Month • SC-ADMINONLY: not billed
User Count Model	<ul style="list-style-type: none"> • auto_create: users created on outbound • Sync: users in sync • Special case inbound only: created on inbound
Example	Managed Domain example.com

	Services provisioned <ul style="list-style-type: none"> • SC-SERVICE example.com Relevant data from Activation Notification <ul style="list-style-type: none"> • SC-SERVICE: General information • SC-ADMINONLY: Initial notification about created admin accounts
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2.2. Domain

The service «SC-DOMAIN» is currently only used internally and is not directly accessible to the admin or end user.

2.3. Inline Integration / Filter Inbound

Service ID	SC-F-INBOUND
Service Summary	Spamfilter and "inline Integration" for SC-SIG* products
Features and Functions	General <ul style="list-style-type: none"> • Log of delivery status • Add external source indication (Subject: tag) Threat Protection (dynamic, subject to change) <ul style="list-style-type: none"> • Reputation checks (IP, HELO, sender domain, SPF, ...) • Checks for protocol violations, SMTP behaviour rules • Content filter (mail headers, text, URLs, attachments, embedded office macros) • Virus checks Forwarding <ul style="list-style-type: none"> • Queueing to Forward Server •
Services and Functions not supported	n/a
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> • DNS entries to be used as MX for tenant managed domain • Forward Server is configured
Service Levels, Operational Limits	<ul style="list-style-type: none"> • Minimum one gateway server IP from the pool allocated to the managed domain responds with the initial SMTP banner within 30 seconds for 99.9% of SMTP connection attempts • SMTP protocol until end of DATA < 60 seconds for 99.9% of connections • For accepted SMTP transactions, total processing (until SMTP transaction initiation to forward server) is < 120 seconds for 99.9% of transactions

	<ul style="list-style-type: none"> Maximum SMTP transaction message size 150 Mbyte (equals ca 100 Mbyte on-disk-size); may be lower depending on settings on forward or external target server. If enabled/available: quarantine retention 60 days Forward server queue lifetime 5 days standard, extensible with Service Request"
Service Level Exclusion	<ul style="list-style-type: none"> Tenant network connectivity (to forward server), external sender network connectivity. Sender server non-compliance with standards and best practice Spamfilter actions (eg DNSBL listings, timing checks etc), and especially rejects due to spamfilter results
Services Required	SC-SERVICE, SC-DOMAIN
Incompatible Services	SC-MS365
Service Activation	Activation Notifications (MX record)
Pricing Model	per User per Month
User Count Model	<ul style="list-style-type: none"> auto_create: users created on outbund Sync: users in sync Special case inbound only: created on inbound
Example	<p>Managed Domain example.com</p> <p>Services provisioned</p> <ul style="list-style-type: none"> SC-SERVICE example.com SC-F-INBOUND example.com <p>Relevant data from Activation Notification</p> <ul style="list-style-type: none"> DNS entry for example.com MX: <p>example.com 300 MX 10 example-com.gate.seppmail.cloud</p>

2.4. Inline Integration / Filter Outbound

Service ID	SC-F-OUTBOUND
Service Summary	Relay service and "inline Integration" for SC-SIG* products
Features and Functions	<p>General</p> <ul style="list-style-type: none"> Rate Limiting to protect against spam outbreaks (bounce limit 2%; < 50 recipients per hour; invalid recipients to be removed immediately) reputation management on outbound IP addresses DKIM signing (optional) Queueing to target domains MX entries Log of delivery status <p>Threat Protection Outbound (dynamic, subject to change)</p> <ul style="list-style-type: none"> Virus scanning Behavioural analysis with automated mitigation

	<ul style="list-style-type: none"> • Rate Limiting
Services and Functions not supported	<ul style="list-style-type: none"> • Bulk outbound
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> • DNS names to be used for Relay Server/Connectors • IP addresses (ranges) from which to allow relaying • Delivery of messages to MX of target domains
Service Levels, Operational Limits	<ul style="list-style-type: none"> • As SC-F-INBOUND («relay» instead of «gateway»)
Service Level Exclusion	<ul style="list-style-type: none"> • Tenant network connectivity (to relay server) • Target server availability • DNSBL listings"
Services Required	SC-SERVICE, SC-DOMAIN, SC-F-INBOUND
Incompatible Services	SC-MS365
Service Activation	Activation Notifications (relay names)
Pricing Model	per User per Month
User Count Model	All users seen sending > 3 mails in past 30 days
Example	<p>Managed Domain example.com</p> <p>Services provisioned</p> <ul style="list-style-type: none"> • SC-SERVICE example.com • SC-F-INBOUND example.com • SC-F-OUTBOUND example.com <p>Relevant data from Activation Notification</p> <ul style="list-style-type: none"> • DNS entry for example.com relay: <p><code>example-com.relay.seppmail.cloud</code></p>

2.5. Parallel Integration / M365

Service ID	SC-F-MS365
Service Summary	MS365 Integration for SC-SIG* services, "parallel Integration"
Features and Functions	<p>Mail Transport</p> <ul style="list-style-type: none"> • Integration service for SC-SIG* • Powershell Module to set up integration with M365 transport rules and connectors; Autodiscovery; Certificate-based connectors • ARC Sealing • Queueing to Forward Server
Services and Functions not supported	<ul style="list-style-type: none"> • No filter functions, quarantine and threat protection
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> • DNS entries for M365 integration

	<ul style="list-style-type: none"> IP ranges of M365 are allowed to relay through seppmail.cloud on a global level Transport Rules and Connectors in M365, or equivalent in other mail environments
Service Levels, Operational Limits	<ul style="list-style-type: none"> as SC-F-INBOUND
Service Level Exclusion	<ul style="list-style-type: none"> as SC-F-INBOUND «Parallel Integration» networkavailability M365 rule and processing changes not publicly announced by Microsoft
Services Required	SC-SERVICE, SC-DOMAIN
Incompatible Services	SC-F-*
Service Activation	Activation Notifications
Pricing Model	Included in SC-SERVICE
User Count Model	<ul style="list-style-type: none"> All users seen sending > 3 mails in past 30 days
Example	<p>Managed Domain example.com</p> <p>Services provisioned</p> <ul style="list-style-type: none"> SC-SERVICE example.com SC-MS365 example.com <p>Relevant data from Activation Notification</p> <ul style="list-style-type: none"> The Powershell module autodiscovers all relevant data

2.6. Sign and Encrypt

Service ID	SC-SIGENC
Service Summary	Encryption and decryption, signature and signature verification, GINA for spontaneous encryption
Features and Functions	<p>General</p> <ul style="list-style-type: none"> Rule Engine Logs <p>Outbound</p> <ul style="list-style-type: none"> Based on Subject: tags and/or X-Headers Add S/MIME signature Encryption pers. S/MIME Encryption pers. PGP (SR) Enforced TLS (SR) GINA outbound Incamail instead of GINA (SR) <p>Inbound</p> <ul style="list-style-type: none"> Decryption S/MIME, PGP

	<ul style="list-style-type: none"> • S/MIME sig verification • Collection of Certificates/Public Keys • GINA responses
Services and Functions not supported	<ul style="list-style-type: none"> • Signature and encryption on mails within managed domain
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> • After initial receipt of message by inline or parallel integration point • Before reinject/delivery to inline or parallel integration point • GINA web application
Service Levels, Operational Limits	<ul style="list-style-type: none"> • as SC-F-INBOUND, plus • Minimum one webserver IP from the pool allocated to the GINA host succeed within 20 seconds for 99.9% of HTTPS connection attempts
Service Level Exclusion	<ul style="list-style-type: none"> • as SC-F-* or SC-MS365
Services Required	SC-SERVICE, SC-DOMAIN, SC-CERT, SC-F-* or SC-MS365
Incompatible Services	None
Service Activation	Activation Notifications
Pricing Model	Per User per month
User Count Model	<ul style="list-style-type: none"> • All users seen using sig/enc options in past 30 days. User certificates are deactivated (revoked) after 60 days of not being used.
Example	<p>Managed Domain example.com</p> <p>Services provisioned</p> <ul style="list-style-type: none"> • SC-SERVICE example.com • SC-MS365 example.com • SC-CERT example.com • SC-SIGENC example.com <p>Relevant data from Activation Notification</p> <ul style="list-style-type: none"> • DNS entries to allow seppmail.cloud to generate a certificate for the GINA domain • If applicable: matching CAA issue entry for swissign.com

2.7. Sign-Only

Service ID	SC-SIGONLY
Service Summary	Signature and signature verification
Features and Functions	<p>General</p> <ul style="list-style-type: none"> • Rule Engine Logs <p>Outbound</p> <ul style="list-style-type: none"> • Based on Subject: tags and/or X-Headers and/or general settings

	<ul style="list-style-type: none"> Add S/MIME signature Inbound <ul style="list-style-type: none"> S/MIME Signature Verification
Services and Functions not supported	<ul style="list-style-type: none"> Signature on mails within managed domain
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> as SC-SIGENC
Service Levels, Operational Limits	<ul style="list-style-type: none"> as SC-F-INBOUND
Service Level Exclusion	<ul style="list-style-type: none"> as SC-F-INBOUND
Services Required	SC-SERVICE, SC-DOMAIN, SC-CERT, SC-F-*, SC-MS365
Incompatible Services	None
Service Activation	Activation Notifications
Pricing Model	Per user per month
User Count Model	<ul style="list-style-type: none"> All users seen using sig/enc options in past 30 days. User certificates are deactivated (revoked) after 60 days of not being used.
Example	Managed Domain example.com Services provisioned <ul style="list-style-type: none"> SC-SERVICE example.com SC-MS365 example.com SC-CERT example.com SC-SIGENC example.com Relevant data from Activation Notification <ul style="list-style-type: none"> DNS entry for Swisssign with a random value to verify domain ownership If applicable: matching CAA issue entry for swisssign.com

2.8. User Certificates

Service ID	SC-CERT
Service Summary	Managed PKI with certificates from SwissSign
Features and Functions	General <ul style="list-style-type: none"> CA issues user certificates Certificates are renewed three months prior to expiration Use of expired and/or revoked certificates for decryption purposes

Services and Functions not supported	<ul style="list-style-type: none"> Other / tenant-configurable CA
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> Certificates to be issued when requested by crypto functions (sign and/or encrypt) Certificates to be renewed Certificates already issued
Service Levels, Operational Limits	<ul style="list-style-type: none"> Certificate issuing: 99% < 30 seconds Certificate renewal: daily According to SwissSign Terms&Conditions: Availability Managed PKI 98.5%
Service Level Exclusion	<ul style="list-style-type: none"> According to SwissSign Terms&Conditions
Services Required	SC-SERVICE, SC-DOMAIN
Incompatible Services	None
Service Activation	Activation Notifications
Pricing Model	Per user per month
User Count Model	<ul style="list-style-type: none"> All users with SC-SIGENC or SC-SIGONLY
Example	<p>Managed Domain example.com</p> <p>Services provisioned</p> <ul style="list-style-type: none"> SC-SERVICE example.com SC-MS365 example.com SC-CERT example.com SC-SIGENC example.com <p>Relevant data from Activation Notification</p> <ul style="list-style-type: none"> DNS entry for SwissSign with a random value to verify domain ownership If applicable: matching CAA issue entry for swissign.com

2.9. HIN Connectivity (available in Switzerland only)

Service ID	SC-HIN
Service Summary	Connectivity to HIN E-Mail Encryption. Note: requires separate "HIN-Anschlussvertrag" between the tenant and HIN directly.
Features and Functions	<p>General</p> <ul style="list-style-type: none"> Access to HIN Domain Encryption certificate exchange HIN Domain Encryption/decryption for outbound/inbound HIN GLOBAL for inbound/outbound (if ordered from HIN) Functions and features according to HIN contracts and service descriptions"

Services and Functions not supported	<ul style="list-style-type: none"> HIN Access Gateway and other HIN products/services
Service Access, Entry and Exit Points	<ul style="list-style-type: none"> HIN Domain Encryption List download Forward to / receipt of HIN GLOBAL messages from HIN servers
Service Levels, Operational Limits	<ul style="list-style-type: none"> As SC-F-INBOUND
Service Level Exclusion	<ul style="list-style-type: none"> Connections to HIN service, subject to HIN SLA and Service Descriptions
Services Required	SC-SERVICE, SC-DOMAIN, SC-F-* SC-MS365
Incompatible Services	None
Service Activation	Activation Notifications; Interaction partner/SEPPmail support/HIN support
Pricing Model	Per user per month
User Count Model	<ul style="list-style-type: none"> As SC-F-OUTBOUND SC-MS365
Example	<p>Managed Domain example.com</p> <p>Services provisioned</p> <ul style="list-style-type: none"> SC-SERVICE example.com SC-MS365 example.com SC-HIN example.com <p>Relevant data from Activation Notification</p> <ul style="list-style-type: none"> Notes about migrations (eg export of HIN key from existing HIN mail gateway or SEPPmail appliance)

2.10. Large File Transfer

Planned to be available in Q2/Q3 2023

2.11. Central Disclaimer Management

Planned to be available in Q3/2023

3. Common Characteristics

3.1. Charging and Billing

Charging is applied monthly, post-paid. Invoices are sent via distributors. All partners must have a valid contractual relationship with the designated/assigned distributor.

3.2. Service Management

According to SEPPmail SLA document.

3.2.1. Order process

Partners order Services and Managed Domains for a Tenant through the Cloud Portal. Details are documented in the cloud manual.

3.2.2. Incident Process

Incident (Support) Process SLA are defined in the Support SLA document.

- 1st Lvl Partner
- 2nd Lvl Service Desk
- 3rd Lvl Engineering Team

3.2.3. Escalation process

Escalations on incidents are available through Sales channels.

3.2.4. Documentation Process

An online manual is made available to all users of the seppmail.cloud services as a link on the platform and in all Activation Notifications.

Further, the current roadmap and release notes are displayed in the seppmail.cloud portal. The contents of the roadmap are non-binding and subject to change without prior notice.

3.2.5. Access to the service

All service access is initiated through <https://login.seppmail.cloud/>, which manages access through a role-based access model.

3.2.6. Partner duties

- Consult and support end clients in selecting the right services, options and features.
- Integrate seppmail.cloud services into customer mail infrastructure.
- Migration of existing data and functions, as applicable.
- 1st Level Support to end clients, qualified escalation to SEPPmail for 2nd/3rd level support.
- Regular update to the end client on how to use services, of new features and optimizations.
- Invoicing to end clients.
- Payment of seppmail.cloud service invoices to distributor.

3.2.7. SEPPmail duties

- Plan, Build, Run of the seppmail.cloud infrastructure.
- Roadmap planning and delivery of new features based on customer (partner) requirements.

- 2nd/3rd level support for partners.
- Support for administrative (billing) issues.

3.2.8. Availability and Capacity Management

Each seppmail.cloud instance is built in a geo-redundant dual-side architecture, where the load of a failing side can be carried by the other side. Availability is measured according to the values specified in chapter 2 «Service-Specific Characteristics».

3.2.9. Maintenance Windows

Maintenance windows are announced on the external monitoring service. This service is also used to announce incidents, fully independent of a possibly failing mailflow through seppmail.cloud.

3.3. Reporting / Measurement

3.3.1. Availability and Performance Report

Availability reporting is accessible to customers through the external monitoring system which runs independent of the SEPPmail infrastructure. Partners and Tenants can access data on availability and planned maintenance, and they can subscribe to notifications for incidents and maintenance.

Within the portal, partners and tenants can access charts (and raw data) on mailflow performance.

3.4. Business Continuity

RPO/RTO 24 hours, based on daily backups. RTO 4 hours in case of outage of full cluster until mailflow can be re-established

3.5. Information Security Management System

SEPPmail is in the process to establish an Information Security Management System (ISMS) according to ISO 2700x.

CHANGELOG

(multiple authors)	1.3.2023	Initial version, combining several previously separate documents.
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