

Cleanmail Mail Archive

With the Cleanmail Mail Archive, your complete internal and external email traffic is securely archived. The service collects all emails automatically as they are processed by your mailserver, and stores them in an encrypted and unchangeable long-term archive store. This store is outside of your network (and your IT partners' network) in a secure datacenter in Switzerland. As a customer, you have full and unhindered access to your complete archive at any time, and you can search the emails with a highly efficient full-text search engine in order to retrieve archived messages back to your Inbox.

Prerequisite for the archival process is a so-called "Journaling Mailbox", which receives all emails to be archived and which can be accessed by the Cleanmail Mail Archive server. For customers using one of the Cleanmail hosting services (ExchangeInCloud.ch or Cleanmail MailServer Pro), the journaling function is offered at no additional charge.

Service Overview Cleanmail Mail Archive

Archiving of incoming, outgoing and internal emails	•
Archive duration 10 years (according to business record requirement), can be made longer or shorter on per-customer or per-user(group) level	•
Data location	CH
Storage per mailbox	unlimited, pricing per Gbyte
Encryption of all archived emails and attachments	•
Digital signature of all archived emails with customer-specific certificate	optional
Audit-proof recording of all archive processes	•
Search for sender, recipient, mail content	•
Search within attachments (eg Word, Powerpoint, PDF, ZIP-files)	•
Retrieve emails from archive to user mailbox	•
Configuration- and user-access to a webbased user interface, SSL encrypted	•
One administrator and one auditor access	included
Additional access rights for users, auditors and administrators	optional
Import of existing archives (individual emails, PST files, Exchange mailboxes; other formats on request)	•
Export of the complete archive in standard format (RFC 822-/RFC 5322-format)	• <i>manual work on time&material</i>
Archiving of customer mails from a Journaling Mailbox via IMAP protocol (IMAP with STARTTLS or IMAPS)	•
Archival of additional Journaling Mailbox	optional

Typical processing times

Time delay from Journaling Mailbox to archiving / indexing	< 60 seconds
Search for any email	< 2 seconds
Display of email	< 1 second
Login as user, administrator or auditor	< 1 second

The typical processing times are subject to regular operating conditions. Short-term overload eg due to large volumes of email to be archived may influence the processing times as perceived by the users.

Price List

Base fee	250 CHF / Jahr
Fee for archive volume	see table below
Minimum archive volume invoiced	5 Gbyte

For invoicing purposes, the overall data volume used by the customer is considered (the „volume of the archive“). This volume is calculated after compression and encryption, which typically reduces the overall volume by 40% to 60% compared to the raw data. On average we calculate with a volume of 1 Gbyte per user and archive retention year. This number may change depending on the type of users.

Archive volume from ...	up to and including ... Gbyte	CHF per Gbyte per month
	10	1.375
10	20	1.211
20	30	1.083
30	40	1.000
40	50	0.917
50	75	0.875
75	100	0.833
100	200	0.792
200	500	0.750
500	and more	upon request

Options

Data migration	25.00 CHF / Mailbox
Archiving of additional Journaling Mailbox, setup fee	100.00 CHF / one-time
Archiving of additional Journaling Mailbox	100.00 CHF / year
Additional Archive user account	5.00 CHF / user / year
External Journaling Mailbox, hosted by Cleanmail	6.50 CHF / month

Ordering and Installation

The Cleanmail Mail Archive service can be ordered on the website:

<https://www.cleanmail.ch/products/bestellen/?lang=en>

Installation and activation of the service is being planned and implemented in collaboration between the customer, potential IT service provider(s) and Cleanmail.

Contract Clauses

This service is subject to the valid Terms and Conditions of Cleanmail AG. The minimum contract duration is 1 year. The yearly fee (12 months) is payable upfront, 30 days from the date of the invoice. The contract is automatically renewed yearly if not cancelled 30 days before the end of a contract period in writing.

Prices in Swiss Francs (CHF), excl. VAT.

Valid as of March 1st 2018, Subject to change without notice. Adapted from CHF/year to CHF/month May 2019.