



Safe Email

by Safe Decision Co.

Service Description

Safe Email is a comprehensive managed service provided by Safe Decision, designed to host, manage, and operate your corporate email services. This service offers robust protection against inbound and outbound spam, malware, phishing attacks, and malicious traffic. Safe Email ensures the security, efficiency, and availability of your email system, providing a seamless communication experience for your organization.

Features & Activities



Safe Email Enablement Program

A structured program ensuring all necessary steps and procedures are followed to deliver a complete and secure email service



Message Content Protection Rules (DLP)

Analyzes and ensures email content compliance with corporate policies.



Multi-Layer Analysis Engine

Over 15 layers of analysis and protection, providing a robust defense for your email system.



Email Blacklist Reputation

Monitors and manages the reputation of your email domain.



Anti-Phishing

Real-time behavioral email analysis with URL scanning to block phishing attacks and ransomware



Email Fraud Protection

Protects your domain from email-based threats, including phishing and malware.

Features & Activities



Anti-Spam

A spam blocking mechanism with a catch rate of up to 99.99% and near-zero false positives.



Anti-Malware

Multi-layered protection against zero-day malware, viruses, and ransomware using AI and machine learning.



Email Encryption

Ensures confidential and secure communication through email encryption.



Dedicated, High-Availability Mail Gateway

Provides a dedicated, highly available mail gateway to ensure continuous email service.



Web Management Dashboard

Offers centralized control and management of your email system.



DMARC Analysis

Identifies DMARC compliance issues and potential phishing threats through detailed report analysis.



Quarantine Mail

Suspicious emails are temporarily stored in quarantine for review and retrieval if necessary.



Exchange Web Services Protection

Defends against attacks targeting Exchange Web Services (OWA, EWS, ECP, ActiveSync).



Next-Generation Firewall

All email traffic is filtered through an NGFW before reaching your mail gateway.



Secure Sockets Layer (SSL)

Encrypts email traffic using SSL for secure communication.

Features & Activities



Backup & Recovery

Customizable backup policies and restoration points to meet specific client needs, ensuring data resilience.



Technical Support

Continuous support through multiple pre-defined communication channels.



Multi-Factor Authentication

Adds an additional layer of security for email sign-ins.



SD Cybersecurity Lab

Advanced analysis capabilities, including sand-boxing, forensics, and malware analysis (up to 10 requests per year).



Logs Retention

12 months of log retention by default for auditing and compliance purposes.



Compliance Reports

Detailed compliance reports ensure your email services meet regulatory standards.

Service-Specific Details

• Hosting Capabilities

Safe Decision is a certified Class-C cloud services provider in KSA, holding ISO 27001, 27017, 27018, 9001 certifications, CSA Star Level-2 certification, and operating at a Tier-III datacenter.

Delivery Approaches

• Hybrid Hosted Model

Combines hosting, management, and security, including MS365 Hybrid Authentication Model.

• Hosted Model

Provides hosting, management, and security without the Hybrid Authentication Model.

• Secure Traffic Model

Focuses solely on security, managing the mail gateway without hosting and managing the email infrastructure.

Values and Benefits

Comprehensive Email Protection

Safeguard your email system with multi-layered defenses against spam, malware, phishing, and other threats.

Unlimited Scalability

Safe Email supports an unlimited number of mailboxes, ensuring seamless growth as your organization expands.

Cost-Effective Solution

Achieve robust email security and management at a fraction of the cost of in-house solutions, with predictable pricing models.

Seamless Management

Safe Email provides effortless management of your corporate email services, allowing your IT team to focus on core business objectives.

Expertise in Email Security

Benefit from Safe Decision's extensive experience in managing and securing corporate email services with industry-leading practices

Regulatory Compliance

Our services meet the highest standards of security and compliance, helping you adhere to regulatory requirements with ease.

Flexible Delivery Models

Choose from Hybrid, Hosted, or Secure Traffic models to align with your organization's specific needs and infrastructure

Technical Support

Enjoy peace of mind with around-the-clock support, ensuring any issues are promptly addressed, minimizing downtime, and maximizing productivity.