

aws marketplace

**Mimecast Email and Collaboration Threat  
Protection**

**Reviews, tips, and  
advice from real users**



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# Product Recap



Mimecast Email and Collaboration Threat Protection

# Mimecast Email and Collaboration Threat Protection Recap

Mimecast Advanced Email Security offers advanced features like sandboxing, email archiving, and phishing protection. It's known for integration with Microsoft 365 and user-friendly admin management, making it a robust choice for secure communications.

Focused on safeguarding emails, Mimecast Advanced Email Security integrates seamlessly with Microsoft 365, providing features such as sandboxing, spam filtering, and email archiving. It delivers comprehensive protection against phishing, identity threats, and impersonation attempts. Administrators benefit from the ability to monitor external communications and customize configurations, enhancing email security. Users appreciate the intuitive admin console and responsive support team. Although it faces challenges in threat detection rates and administration complexity, its capabilities in email monitoring, spam filtering, and URL inspection remain valued by enterprises seeking reliable email security that supports compliance needs.

## What key features should users explore?

- **Sandboxing:** Analyzes attachments in a secure environment to detect threats.
- **Email Archiving:** Provides secure long-term storage of emails for compliance.
- **Spam Filtering:** Prevents unsolicited emails from clogging the inbox.
- **URL Inspection:** Checks links in emails for malicious content.
- **Phishing Protection:** Guards against deceptive tactics to protect sensitive data.

## What benefits can impact ROI?

- **Regulatory Compliance:** Facilitates adherence to standards such as HIPAA.
- **Integration:** Enhances existing systems with seamless Microsoft 365 integration.
- **Support:** Offers a responsive support team to resolve issues promptly.
- **Email Security:** Improves threat prevention with effective spam and phishing protections.

Mimecast Advanced Email Security is implemented across industries to protect against email threats like phishing, spam, and malicious attachments. It serves as both a gateway and an archiving tool, supporting compliance in healthcare and finance by offering features like URL protection and data loss prevention. Enterprises leverage its capabilities to secure inbound and outbound communications effectively.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Based on overall experience, Mimecast Email Security is the best solution for traditional gateways.”



**Test Logix**

Email Security Engineer at Logic Infosecurity

- ✓ “The reviewer gave Mimecast Email Security a rating of 10 out of 10.”



**Maciej Piaskowy**

Senior Security Engineer at ManpowerGroup

- ✓ “If I had to mention one or two things that bring the biggest benefit, I would say the security of the emails and dealing with everything.”



**Verified user**

IT Manager at a logistics company with 201-500 employees

- ✓ “In terms of efficacy, Proofpoint is better than Mimecast, though it's a little difficult to manage.”



**Raghav Pandey**

Senior Tech. Lead at WE



“I have been satisfied with Mimecast Email Security as a good solution.”



**Kishore Sugumar**

Co-Founder & VP-Sales at QuantumShield Technologies LLP



“We like Mimecast's spam filtering. The email signature feature is also a big plus for our users.”



**Frank Rawson**

Managing Director at Conekt Business Group



“I would rate Mimecast Email Security a nine out of ten.”



**Reece Charles**

Information Security Analyst at Enfield Central Library

What users had to say about valuable features:

“Filtering from threats before emails are reached mailboxes. URL protection and sandboxing. Potentially dangerous links are open in Sandbox rather than in user's web browser further helping with potential threats..”

**Verified user**

IT Manager at a logistics company with 201-500 employees

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“The functionality, including email archiving and data loss prevention features, is adequate. Mimecast Email Security offers certain features inherent to the product which are beneficial. In case of additional needs, I explore further customization..”

**KishoreSugumar**

Co-Founder & VP-Sales at QuantumShield Technologies LLP

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“In terms of efficacy, Proofpoint is better than Mimecast, though it's a little difficult to manage. A distinct advantage of Mimecast is its ability to block phishing and impostor attacks, which are significant threats currently. Security is a major feature where email security tools like Mimecast have delivered value by identifying and preventing phishing emails..”

**Raghav Pandey**

Senior Tech. Lead at WE

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Mimecast Email Security serves as the main email security tool in our organization. It acts as the email gateway, scanning emails before delivery to end users. One of the most useful features is the threat remediation module, which can be used to remove malicious emails that may have been delivered or manually remove them. We benefit from visibility into emails being sent or delivered, and we can analyze issues like incorrect DMARC configuration by third parties. This provides a good understanding of user interactions with external parties.

**Reece Charles**

Information Security Analyst at Enfield Central Library

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“Mimecast Email Security includes the best gateway solution across all Cisco, Trend Micro, and other solutions. For customers who want a traditional gateway, we suggest using Mimecast Email Security. For customers who want the advanced solution, we suggest Check Point for those features.

“Mimecast Email Security's anti-phishing features are good and perform as expected.

“Mimecast Email Security is a good solution because our customers haven't reported any phishing emails being delivered. It performs effectively as a traditional gateway solution. We haven't received any complaints regarding this solution..”

**Test Logix**

Email Security Engineer at Logic Infosecurity

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“From the features perspective, are there any specific features in the Mimecast Email Security that you find the most effective in intercepting phishing attempts?”

“To clarify, you mentioned that you are using the AI-driven structure in their Abnormal functionality to indicate phishing attempts. Do you use any AI within Mimecast Email Security?”

“Have you worked with or utilized the targeted threat protection in the Mimecast Email Security?.”

**Maciej Piaskowy**

Senior Security Engineer at ManpowerGroup

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# Other Solutions Considered

“I previously used Microsoft for email security. We switched because Microsoft was difficult to use, especially regarding management and administration..”

**MikeYuen**

Systems Engineer at Thrive

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“We evaluated Darktrace and they take a copy of the email and check it and then a report is made with the information. However, we preferred Mimecast Mailbox Continuity..”

**Verified user**

IT- Manager. at a retailer with 51-200 employees

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“We have used Proofpoint and Barracuda for Security awareness training. The Barracuda tool is very poor; nobody is happy with it. I also have experience managing and implementing Proofpoint..”

**Raghav Pandey**

Senior Tech. Lead at WE

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“Mimecast was chosen by MSP who is also providing full support for us with the product. However, we as a company are evaluating various solutions which can provide better value to us either directly or indirectly via MSP. Mimecast seems to be heavy on configuration rather than using a user behaviour compared to alternatives we were presented..”

**Verified user**

IT Manager at a logistics company with 201-500 employees

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“No, we heavily depend on the built-in solutions provided by Google Workspace. Google Workspace serves as our email platform and offers considerable capabilities. They have integrated features such as data loss prevention and advanced protection. Hence, our reliance on these features is significant. However, due to the COVID situation and the shift to remote work, we made a decision to explore products that offer supplementary functionalities beyond what Google provides..”

**AshirbadDasmohapatra**

Lead Engineer - Work Modernization at Searce Inc

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“I would definitely recommend Avanan over Mimecast. IRONSCALES is also good. However, Avanan is by far a much more developed and intelligent product. Avanan’s attachment scanning works flawlessly. It works very, very well. The accuracy for spam and phishing is far, far superior. It also has better visibility, reporting, and other built-in tools like Shadow IT. Avanan provides visibility of where people are logging in from. It helps with anomaly detection and account takeover. Overall, Avanan is a much better product..”

**Verified user**

Senior Head of IT at a construction company with 51-200 employees

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# ROI

Real user quotes about their ROI:

“In general, I can't comment on ROI with Mimecast Web Security since I never worked without mail security application. I can't quantify the time I would need to spend on fixing issues or dealing with threats without Mimecast..”

**Verified user**

IT Manager at a logistics company with 201-500 employees

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“I have a question about the ROI, regarding the cost efficiency and operational efficiency of the Mimecast Email Security. Do you have any data to share with us? Do you find it cost-effective? Are there any measurable benefits?..”

**Maciej Piaskowy**

Senior Security Engineer at ManpowerGroup

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“ ROI is hard to quantify for security solutions because the client's return is that they don't have any breaches. We don't know how much a breach would cost them because it's all speculative.

It's similar to home security. How do you quantify the added value of each component, like alarm systems, fencing, lighting, etc.? Mimecast is like an electric fence. The lighting could be your EDR..”

**Frank Rawson**

Managing Director at Conekt Business Group

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“The return on investment (ROI) is favorable, aside from the aforementioned support and stability concerns. These aspects are lacking, but otherwise, the product is valuable. As an email protection solution, it offers various functionalities, including URL-based protections. While certain features that would be beneficial are currently unavailable, Mimecast still outperforms alternatives in terms of features. The ROI is evident in the enhanced feature set compared to these competitors. We're currently in the process of evaluating other solutions, but Mimecast remains our current choice, and we're well-informed about its capabilities.

.”

**AshirbadDasmohapatra**

Lead Engineer - Work Modernization at Searce Inc

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# Use Case

Mimecast Email Security is our main email security tool. It acts as an email gateway to scan emails before they are delivered to end users. I have been working with the tool for approximately four years.

**Reece Charles**

Information Security Analyst at Enfield Central Library

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“My use case for Mimecast Email Security is that it's one of the best solutions for a traditional gateway. Check Point is the best for the AI-based solution. We are selling both as a partner for both solutions to customers..”

**Test Logix**

Email Security Engineer at Logic Infosecurity

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“We use the product to address phishing attacks, security incidents, spoofing, attachment-based attacks, and impersonation. It sends image alerts to account servers before reaching the end recipient. It has behavior analysis and volume tools to detect and block malicious activities..”

**Verified user**

Group CIO at a construction company with 10,001+ employees

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“Mimecast serves as an additional layer for email gateway security and data loss prevention. It also offers email signature management when Google's services fall short. Mimecast allows for uniform email signatures across the company. It also supports sending bulk promotional emails. .”

**AshirbadDasmohapatra**

Lead Engineer - Work Modernization at Searce Inc

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“Mimecast Email Security with Targeted Threat Protection is used for email security, including both inbound and outbound emails. It is also used for phishing detection and safeguard the oragnisation’s communication methods.

.”

**Verified user**

Manager Information Security, Risk & Governance at a retailer with 501-1,000 employees

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“We have a client using the Mimecast tool. We observe multiple information sensors, such as default information, mismatched data, unknown IPs, and various user activities.

They use Mimecast to monitor outbound traffic, including impersonation and mismatched data. All these activities are managed within Mimecast. Companies use Mimecast to enhance network security within their budget. For outbound communication, emails go to Mimecast, where they are scanned and delivered to the user..”

**Rohit Sule**

Graduate Analyst at SecurityHQ

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup was moderately complex. It took about two weeks to implement and go into production, partly due to coordination with our US team.

I rate the process a six out of ten. .”

**MikeYuen**

Systems Engineer at Thrive

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“The initial setup process is simple. It takes around a few hours or less than a day to complete as it is a cloud service. We have to configure the main server and redirect it to Mimecast server. It requires one or two engineers to work on deployment and maintenance..”

**Verified user**

Group CIO at a construction company with 10,001+ employees

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“The solution's initial setup requires a bit of additional consultancy. Mimecast manages things differently, and they have a country-based support framework. Since we have multinational customers and have instances in the UK and Australia, we've got to work through different support sectors..”

**Rodney Daniels**

Project Manager at TFG

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“On a scale of one to ten, where one is a difficult initial setup, and ten is easy, I rate the setup an eight. The setup was easy.

It was deployed in my organization through the cloud.

The deployment took two days.

The deployment was done by one person.

.”

**Toby Elliott**

Head of IT & Innovation at Shoreham Port Authority

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“It’s a straightforward process to set up Mimecast, especially for individuals experienced in email gateway security. The setup is quite effortless. In fact, it's a real-time implementation that can be accomplished within a short span, even as little as thirty to forty minutes. The ease of setup depends on how the user intends to utilize the product. If there is need to make direct DNS changes, there might be a 24-hour implementation time. However, if coordination is established with management or IT personnel, the setup can be performed during non-business hours, such as midnight. Complexity is minimal. While larger organizations often encounter time-consuming procedures, smaller ones can swiftly implement the necessary changes.

.”

**AshirbadDasmohapatra**

Lead Engineer - Work Modernization at Searce Inc

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“A few years ago, our team found the implementation to be somewhat challenging. It has gotten easier as we've grown more experienced. The difficulty depends on the expertise of the person doing it.

I don't work with Mimecast every day, so it might be more difficult for me than it is for one of my techs who regularly does Mimecast implementations. It requires some specific in-depth product knowledge and an understanding of email solutions.

The deployment time varies. In South Africa, it depends on who you use to deploy it. If you use one of Mimecast's local partners, it can take up to two weeks because of their process. However, it's only about four to eight hours of work.

After deployment, there isn't much maintenance aside from supporting and educating your customers. Users require constant education on how to use the Mimecast client and release an email that has been blocked..”

**Frank Rawson**

Managing Director at Conekt Business Group

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# Customer Service and Support

Mimecast technical support is generally quite good. Sometimes, the responses we receive can be too general, like advising to turn something on within our environment, which may not always be helpful.

**Reece Charles**

Information Security Analyst at Enfield Central Library

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“I have not dealt directly with Mimecast Web Security's technical support; whenever we have a problem or something needs to be changed, I reach out to my MSP..”

**Verified user**

IT Manager at a logistics company with 201-500 employees

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“Support is not very good; not bad, but not very good. Response time is decent, however, support personnel are hesitant to engage in remote sessions, preferring to share documentation via email..”


**Raghav Pandey**

Senior Tech. Lead at WE

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“The technical support is pretty good. It changed recently, and I think that they're in the process of revamping it. I think that due to COVID, it is definitely taking longer for some things to be taken care of..”

**Verified user**

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Senior Email Engineer at a legal firm with 1,001-5,000 employees

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“What are your thoughts on the technical support of the Mimecast Email Security?”

“On a scale of one to 10, where 10 is the best, how would you rate the technical support of the Mimecast Email Security?..”

**Maciej Piaskowy**

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Senior Security Engineer at ManpowerGroup

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“Technical support is good. I haven't had any problems with technical support.

Obviously, there is a paid add-on depending on the level of support you require, but they are extremely responsive. Whenever I call in, they usually resolve my issue right away, we'll go over it and give me a callback. It's not like I'm waiting weeks or months for a response. So far, so good..”

**TC2**

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Manager, Cruise Division at a leisure / travel company with 201-500 employees

# Other Advice

“I have been satisfied with Mimecast Email Security as a good solution. However, if I need anything additional, I will surely explore what can be done on that. I would rate this product nine out of ten..”

**KishoreSugumar**

Co-Founder & VP-Sales at QuantumShield Technologies LLP

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“Based on your rich experience with the Mimecast Email Security, what kind of advice or recommendation can you share with users who are considering it? The reviewer gave Mimecast Email Security a rating of 10 out of 10..”

**Maciej Piaskowy**

Senior Security Engineer at ManpowerGroup

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“Mimecast Email Security with Targeted Threat Protection is a well-known solution that was recommended to us by a third party.

I wouldn't say Mimecast Email Security with Targeted Threat Protection is the best tool out there, but it's okay. I would advise potential users to try out its alternatives as well.

Overall, I rate the solution a six or seven out of ten..”

**Andrew Britz**

Information Technology Executive at IFS Africa

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“We have been using Mimecast Web Security for quite a lot of years. Regarding the analytics part you asked and what metrics are most valuable for monitoring web activities in our case, we am not dealing with the monitoring; that's our MSP who does the majority of the monitoring on our behalf.

Regarding the reporting part, I have seen the original reports from Mimecast Web Security, which seem to be quite heavy in terms of information. With the MSP, we are just reviewing and discussing what is necessary. If there is a concern, that is dealt with MSP immediately rather than waiting for formal conversations. However, I think the Mimecast report is fine and easy to read.

It is hard for me to say whether the installation is easy or complex, as I wasn't involved; it was done by our MSP. I am the end customer of Mimecast Web Security, not a consultant..”

**Verified user**

IT Manager at a logistics company with 201-500 employees

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“I have learned various aspects related to the topic. I will monitor all types of logs, including those from Mimecast, which provides information about users’ contacts, histories, and account numbers. Although multiple policies are in place, we are currently monitoring just five specific types.

Mimecast is useful. According to the premises, Mimecast is important, but the choice of tools often depends on each company’s requirements and budget. While Mimecast is a highly effective console for email protection, companies select tools based on their own budgets and needs.

It is easy for a beginner to learn. If a person understands impersonation policies and how to apply them, the process becomes straightforward. However, if someone is unfamiliar with these policies and their monitoring, it can be challenging. However, once a person is knowledgeable about impersonation policies, the process becomes much easier.

Overall, I rate the solution an eight out of ten..”

**Rohit Sule**

Graduate Analyst at SecurityHQ

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“I am not familiar with the pricing details of Mimecast Email Security as I am an engineer. The sales team manages all pricing-related matters.

“Most customers are using Mimecast Email Security in the cloud only, not on-premises.

“Mimecast Email Security has a high catch rate compared to other solutions such as Cisco, Trend Micro, or Barracuda. They consistently implement new solutions and inform all their customers and partners about new features, which is a positive aspect.

“Based on overall experience, Mimecast Email Security is the best solution for traditional gateways. Having worked with multiple traditional gateways including Cisco, Trend Micro, and Barracuda, Mimecast Email Security stands out as the superior option.

“On a scale of 1-10, I rate Mimecast Email Security a 10 overall..”

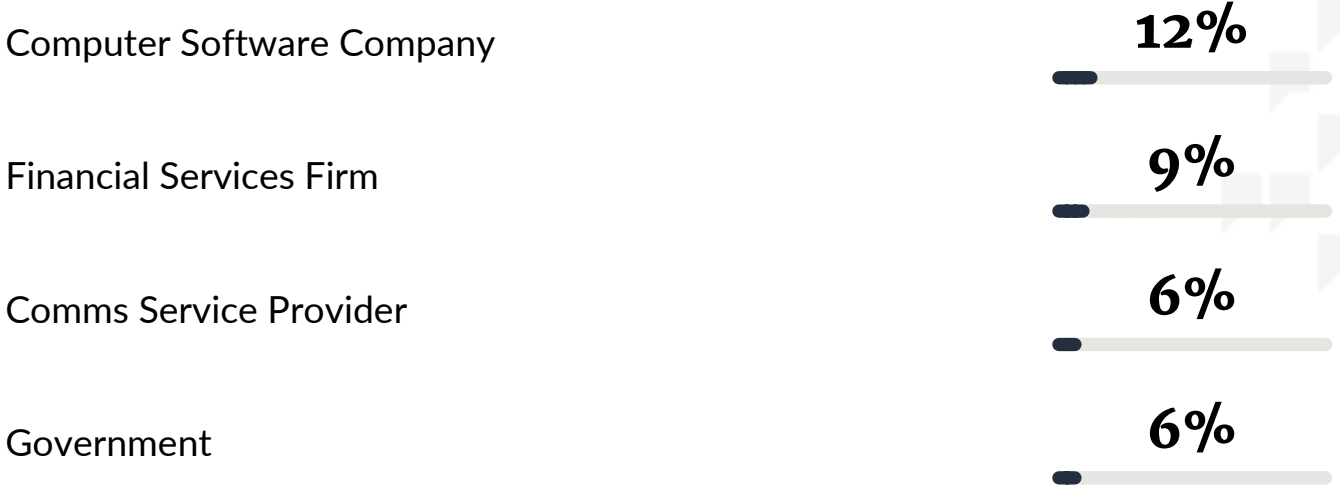
**Test Logix**

Email Security Engineer at Logic Infosecurity

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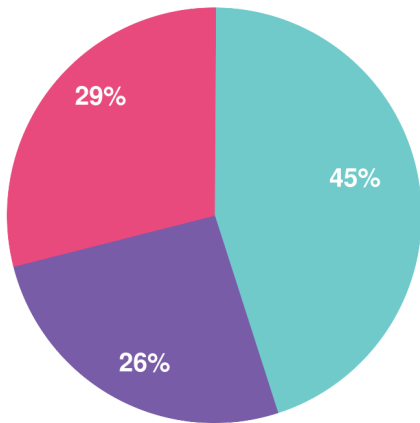
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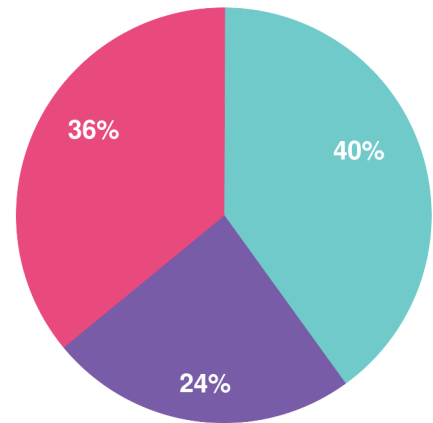


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