

# Boldon James

A QINETIQ company

# SAFEmail® Fire And Forget

**Assured email delivery over Microsoft Exchange/Outlook**

## At A Glance

SAFEmail® Fire and Forget is a COTS product built upon Microsoft Exchange and Outlook. Fire and Forget comprises an integrated set of components that work together to monitor high precedence messages (e.g. Flash) from the moment the originator hits send. All the components work together to manage the message throughout its journey, without the need for the sender to intervene.

Boldon James' Fire and Forget is one of the most comprehensive Assured Delivery solutions available on the market today and comprises 5 integrated functions implemented across the Microsoft Exchange and Outlook network.

## Key Benefits

- Integrated as part of the SAFEmail® family
- Built on Microsoft Exchange and Outlook, and not requiring any additional servers or applications, Fire and Forget is a highly cost effective solution to the assured delivery challenge
- Multiple configuration options deliver maximum effectiveness across multiple environments, using read receipts and delivery reports



## Features

The 5 components of Fire and Forget are as follows:

### Recipient Checking

Prior to accepting the message the system makes immediate checks to ensure that the recipient is valid, and that they are allowed to receive such a message. This action takes place on the Outlook client and involves a directory lookup to validate the recipient, his/her clearance details, connectivity speeds, message size limitations or any other configured criteria. Recipient checking is a core element of Fire and Forget since it immediately detects obvious problems that would otherwise prevent a correct and timely delivery of the message.

### Message Monitoring

Monitoring a message while it is in transit to Primary or Action recipients (not cc: or info), to verify that it is delivered to the intended mailbox. Fire and Forget starts a timer on message release (with a timeout value based on a message property such as precedence). The timeout will only be cancelled when delivery reports from all Action recipients have been received. If non-delivery reports are received from any Action recipients, or there are monitoring timeouts, then Fire and Forget will redirect a copy of the message to a Guaranteed Access Point (GAP). Fire and Forget will monitor messages sent to a GAP as well as messages that have automatically been redirected or redistributed based on their content or subject (also known as profiling).

### Mailbox Monitoring

Fire and Forget for a released message will continue once the message has been delivered to the mailbox of a Primary or Action recipient, to ensure that it is opened in an acceptable timescale for the message precedence. Fire and Forget will also monitor messages once they have arrived in a GAP (see below) and after they have been delivered following automatic distribution (profiling).

### Guaranteed Action Points (GAPS)

Unfortunately the automation in Fire and Forget could still fail if all intended recipients and alternatives are not available (quite possible in times of crisis). In these circumstances Fire and Forget will redirect the message to a permanently manned station (a GAP).

### Second Line Support

If the primary GAP still does not action the message in an appropriate time, Second Line Support will repeatedly attempt to notify them by various means. Second Line Support is very customer/installation specific, for example, some requirements will demand a fax solution to get the message to the GAP, others will require SMS or auto dial pre-recorded voice alerts. All Second Line Support implementations are individually priced and configured.

## Associated Products

- **SAFEmail®** - Delivering a High grade (STANAG 4406) military, medium and / or basic message handling capability for the Microsoft Office Outlook client.
- **Draft, Review and Release** - Boldon James Client/Server implementation of a powerful, flexible workflow process required to implement local practices for message creation, review, and release.

