

Mimecast Education Offerings



Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity and archiving. This suite of services provides total end-to-end control of business email, while minimizing risk and reducing both cost and complexity. Founded in 2003, Mimecast serves thousands of customers worldwide and has offices in Europe, North America, and Africa.

Contents

03 Mimecast Education

Online Training

Classroom Training

Knowledge Base

04 Training RoadMap

05 Product Overview Course

06 Service Management Course

07 Power Tools Course

08 Stationery Management Course

Mimecast Education

Mimecast provides different ways for Administrators to learn the features and functionality of the Mimecast Service.

Online Training

- Convenient access to the training, with no need for travel.
- Separate sessions divided over two days, affording the flexibility to attend training and manage workload.
- The opportunity to ask questions and receive relevant, specific answers.
- Live interaction tools, such as telephone (voice) and chat (text).
- Use the Mimecast Knowledge Base to download exercises to enhance your learning experience.

Classroom Training (selected regions)

- Task-based training delivered at the Mimecast Office.
- Session activities that include presentations, demonstrations, group discussions and hands-on exercises.
- The opportunity to ask questions and receive relevant, specific answers.
- A comprehensive Student workbook, with Administration guidelines and exercises.

Knowledge Base

- Access information on the Mimecast Service
- Access resources for the Community Forum and Online training.
- Download documents on installation, user guides and implementation for the Mimecast service.
- Review practical application guides for article content, using the format: What? Why? And How?
- Access up to date 'Release Notes', detailing the changes Mimecast is bringing into the service.
- Use the 'How do I..' and 'Troubleshooting' articles to solve everyday Administrator tasks.
- View Tutorial Videos on available functionality.

▶ **Attending Mimecast training will massively increase the value your business gets from the Mimecast service.**

A well configured account coupled to a trained up IT team will mean very little ongoing Administration, freeing up IT to focus on other priorities.



Training RoadMap

The table below shows the relevant courses to attend based on the Mimecast service bundling.

Mimecast Service	Product Overview Course	Service Management Course	Power Tools Course	Stationery Management Course
Secure Email Gateway	✓	✓		
Email Security	✓	✓	✓	✓
Email Archive	✓	✓	✓	
Email Archive plus Archive Power Tools	✓	✓	✓	
Email Continuity	✓	✓	✓	
Unified Email Management Services	✓	✓	✓	✓

Flexible Training Options

We also offer bespoke online and customer premise education solutions.

For further information please contact your Mimecast service provider or email training@mimecast.com.

Product Overview Course



Description

This one hour session explores the overall Mimecast service, and how the offerings integrate with customer architecture. With a high-level overview, attendees are able to query the functionality, and learn how to apply the features to benefit their environment.

Duration

Delivery Method	Course Length	Location
Online	1 hour	Global

Audience

Business owners, Managers, Administrators, Compliance Officers and Marketing Professionals who would like to employ Mimecast to resolve business email challenges.

Objectives

- Discuss business and IT problems relating to email messages and management of email
- Exploring the possibilities to:
 - Reduce complexity
 - Guarantee continuity
 - Comply with industry regulations
- Understanding the Mimecast service
- Demonstration of:
 - Mimecast Personal Portal
 - Mimecast Services for Outlook
 - Enhanced Stationery
 - Policy engines
 - Data leak prevention
 - Reporting
- Continuity and Archiving features for business use

Flexible Training Options

We also offer bespoke online and customer premise education solutions.

For further information please contact your Mimecast service provider or email training@mimecast.com.

Service Management Course

Description

This course is designed to enhance the Administrators knowledge of the Mimecast Service, its features, functionality and capabilities. A wide range of topics are focused on providing a sound understanding of Mimecast Administration.



Duration

Delivery Method	Course Length	Location
Online	2 days, 2 hours per day	Global
Classroom	1 day	South Africa

Audience

Email Administrators, IT Managers or IT Professionals who utilise the Mimecast Service.

Objectives

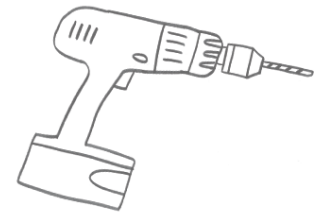
- The Mimecast Administration Console and its navigation
- Their Mimecast account configuration
- How LDAP and Journaling are used within Mimecast
- How policies are used within Mimecast, the mechanism in which they are built, and how to apply Mimecast policies to affect mail flow
- Mimecast best practice guidelines used in relation to the initial account set up, Security and Stationery
- The various Administration tools
- Tracking and Tracing of emails
- Attachment handling techniques
- Email traffic Reporting
- Troubleshooting
- Continuity Tools - Mimecast Services for Outlook (MSO) and Mimecast Personal Portal (MPP), their usage and Administration

Flexible Training Options

We also offer bespoke online and customer premise education solutions.

For further information please contact your Mimecast service provider or email training@mimecast.com.

Power Tools Course



Description

This course is designed to enhance the Administrator's knowledge of the Mimecast Power Tools, their features, functionality and capabilities.

Duration

Delivery Method	Course Length	Location
Online	2 days, 2 hours per day	Global
Classroom	1 day	South Africa

Audience

Email Administrators, IT Managers or IT Professionals who utilise the Mimecast Service.

Objectives

- Working with LDAP Attributes
- Managing user groups
- Configuring email security settings
 - Closed Circuit Messaging
 - TLS Policies
- Working with the Mimecast Archive:
 - Export Messages
 - Smart Tags
 - E-Discovery cases
 - Retention Adjustments
 - Litigation Holds
 - Storage Utilization
- Utilizing Data Leak Prevention techniques
- Applying Document Services
- Creating Continuity Events
 - Mimecast Services for Outlook
 - Mimecast Services for iPhone
 - Mimecast Services for BlackBerry
- Working with Mimecast Services for Exchange (MSE):
 - Implementation
 - Mailbox Message Synchronization
 - Message Stubbing
 - Folder Based Retention
 - Calendaring

> Flexible Training Options

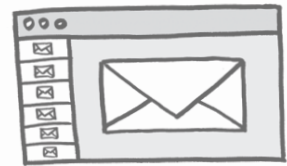
We also offer bespoke online and customer premise education solutions.

For further information please contact your Mimecast service provider or email training@mimecast.com.

Stationery Management Course

Description

This course enhances the Administrator’s knowledge of Mimecast Stationery features, functionality and capabilities. This course covers a range of topics focused on corporate identity and branding management, as well as legal disclaimer application.



Duration

Delivery Method	Course Length	Location
Online	2 days, 2 hours per day	Global
Classroom	1 day	South Africa

Audience

Mimecast Administrators and Marketing Professionals who would like to use Stationery to brand emails and include legal disclaimers.

Objectives

- Identifying the uses of Stationery
- Working with basic HTML
- Using the Image Library to store images
- Understand and utilize the available components
- Creating four different Stationery items:
 - Stationery 1 – Simple stationery with a disclaimer
 - Stationery 2 – Include images, Click Actions and Profile Groups
 - Stationery 3 – Add Microsites, Text blocks and clickable links
 - Stationery 4 – Add attributes to create a Business card component
- Stationery related Reporting

> Flexible Training Options

We also offer bespoke online and customer premise education solutions.

For further information please contact your Mimecast service provider or email training@mimecast.com.