

What does **Phenomenal Care** really look like?

Everyone wants to be delighted by their decisions, but customer service rarely delights anyone anymore. AppRiver set out to change that expectation and succeeded.

Our Secure Cloud exceeds customer expectations because our people know how to support our customers. We know how to answer calls and emails (24/7, of course), but our customers appreciate how effective we are at solving their issues quickly and keeping their businesses moving forward. We call that Phenomenal Care.



Enable and empower your employees with the productivity, security, and compliance platform that simply works.

Phenomenal Care means

97%

First call resolution

NPS - 58

Twice the industry average

80,000

Customers

Truly Phenomenal Care
is powered by people.

**We enable your
cloud transformation
and free you to think
forward**



24/7/365

Threat Analyst Team



Expert

Compliance Analyst
Team



17+ years

with Microsoft,
Lighthouse Partner



Remarkable

support staff



Seamless

user experience



Scale

#1 Microsoft 365 Business
Email Provider in the U.S.,
among the largest globally



Security

Analyze billions of messages
monthly across industries



Innovation

Continuous evolution for
emerging threats

“AppRiver is one of the
best companies we use.”

| PATRICIA SANTIAMO,
MID-SIZE COMPANY|

The phenomenal difference is profound

Simple user experience



GET MORE DONE EACH DAY

Productivity, security, and compliance solutions should work for business instead of against it. Our user interface is designed to reduce clicks, save time, and relieve your users of the burden of learning new software. This intentional simplicity ensures more effective security and compliance.

57% of CIOs say “simple and low-touch administration” is the #1 attribute of a software provider. - Pulse Q&A

Genuine care



FOCUS ON THE WORK THAT MATTERS

Our support team is available 24/7/365 to ensure that our solutions help you achieve business goals. We also keep you abreast of news that can impact your security or productivity—like regulatory changes or active attack vectors. And when you need to call support, we help solve your issues quickly. In fact, we resolve 97% of support issues on the first call.

No hidden fees



REALLOCATE FUNDS TO IMPORTANT INITIATIVES

We don't have any hidden fees or mysterious clauses buried in fine print. And unlike other security and compliance solution providers, we never charge you to export or migrate your data. AppRiver offers a simple licensing structure that ensures you're not paying for services or users you don't need.

AppRiver provides phenomenal awareness, too

Get more value out of your system with a **Microsoft 365 Security Audit**. It detects vulnerabilities and, in some cases, instantly remediates them.

The Security Audit checks your admins, users, mailboxes, and rules on your Microsoft 365 tenant for vulnerabilities so you can resolve unidentified issues before they become crises.

Mailbox auditing



FREE YOUR EMPLOYEES TO BE PRODUCTIVE

Sixty percent of work time is spent not being productive—much of that is due to interruptions, often related to malware and threats. End the interruption cycle by sealing off your unidentified Microsoft 365 vulnerabilities.

Full mailbox scan | Tenant-level investigation | Identify unusual settings

Issue remediation



FIX ISSUES UPON DISCOVERY AND MOVE ON WITH YOUR DAY

One in seven IT and information security teams spend 35% of their time remediating threats that turn out to be false positives according to research by Pulse Q&A. For other teams, the number is still substantial. Our security audit will ensure your team can repurpose that time effectively.

Schedule recurring audits | Remediation guidance

The audit analyzes mailboxes for



Mailbox Permissions



Inactive Mailboxes



Forwarding Settings



Inbox Rules



Passwords



Multi-Factor
Authentication



Audit Scheduling



Optimization

The audit provides **remediation guidance**. Plus, our longstanding relationship with Microsoft gives us **unique insights into announcements and product changes**.

#1 Microsoft 365

**Business Email Provider
in the U.S.**

AppRiver knows how to best protect your mailboxes and keep them from becoming a security liability.

10,000+ successful migrations
17+ year Microsoft relationship
The first CSP for Office 365
90% of AppRiver clients use Microsoft products
Average AppRiver expert tenure 5 years; longest tenure, 17 years

Microsoft 365 Security Audit

The screenshot shows the 'O365 Security Audit' page in the Microsoft 365 admin center. The main heading is '[TEST] MB Security Audit Resold One'. Below this, there's a 'DOWNLOAD REPORT' button. The report is categorized into several sections: 'Email Security' (status: green checkmark), 'Encryption' (status: red X), 'Web Protection' (status: red X), and 'Admin Report Summary'. The 'Admin Report Summary' table shows 'Total Admins: 4' and 'Total Global Admins: 0'. Below these are several 'Report Summary' cards: 'User Report Summary' (Total Users: 35, Total Users with MFA Enabled: 5, Total Users with MFA Disabled: 30, Total Users with Passwords over 90 Days Old: 0, Total Users with Passwords Set to Never Expire: 35, Users with sign-in blocked: 8), 'Mailbox Report Summary' (Total Mailboxes: 29, Total Mailboxes with Advanced Auditing Enabled: 29, Total Mailboxes with Advanced Auditing Disabled: 0, Total Mailboxes Inactive for 30 Days: 10, Total Mailboxes Never Activated: 0), 'Forwarding Rules Summary' (Total Mailboxes with Forwarding: 2, Total Mailboxes with OWA Forwarding: 1, Total Mailboxes with Exchange Admin (EAC) Forwarding: 0, Total Mailboxes with Inbox Forwarding Rules: 2), and 'Inbox Rules Summary' (Total Number of Mailboxes with Rules: 3, Total Number of Rules: 6, Total Inbox Rules Set to Move Messages: 1, Total Inbox Rules Set to Delete Messages: 0).



Easily configured and managed in **Secure Cloud**



Tailored for your domain and/or tenant



Provides granular security awareness



Conveniently schedule routine audits

The screenshot shows the 'O365 Security Audit' dashboard. It features a 'Two Simple Steps to Start' section with a 'START' button and instructions: 'Step 1. Select Customer', 'Step 2. Enter Email to Receive the Report'. Below this is a 'Completed Reports' section with a 'VIEW' button and a 'Scheduled Audits' section with 'SCHEDULE AN AUDIT' and 'VIEW' buttons. On the right, a 'Dashboard' section shows 'Security Audits Generated' as 348, 'Total Office 365 Customers' as 4, and 'Average Audit Time' as 16:33. There is also a 'Comparison of All Customers' section at the bottom.

A productive, secure, and compliant world with AppRiver



Sync with patient wearables



Modernize services



Increase profitability with digital trust



Transform business models

- Industry's largest email community
- Secures billions of messages monthly
- More than 80,000 customers
- 24 state financial regulators
- 100% of U.S. FFIEC regulators
- 30% of all U.S. banks
- U.S. Securities and Exchange Commission (SEC)
- 40% of all U.S. healthcare organizations
- 7 divisions of the U.S. Treasury
- More than 1,200 U.S. hospitals

Learn more at [AppRiver.com](https://www.AppRiver.com)