


# SendGuard for Outlook

## Prevent sensitive emails from being sent to the wrong recipient

## Partner Presentation

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# Why Standss

- ✓ Helping organizations with Outlook Productivity and Email Security for the more than 20 years
- ✓ We are experts in the development of solutions integrated into Microsoft Office 365
- ✓ Microsoft Partner: SendGuard is on Microsoft Marketplace

# Partner Benefits

- ✓ Great Reseller Discounts
- ✓ Internal Use License to experience SendGuard for yourself
- ✓ Marketing Materials
- ✓ Technical Support during entire Life Cycle
- ✓ POC Trials for customers upon request
- ✓ Fast turn-around on any special security requirements (Coding)
- ✓ Non-compete with any deals you are working on

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# Why Customers Choose SendGuard

| | |
|---|---|
| **WHAT** | System (in Outlook) to prevent **confidential emails** and **sensitive/private data** being sent to the **wrong recipients** |
| **WHY** | • **Compliance** with International **data privacy laws**<br><br>GDPR (EU), CCPA (California Consumer Privacy Act), HIPAA (Health Insurance Portability and Accountability Act) for the US healthcare industry, FINRA (Financial Industry Regulatory Authority) for the US financial sector, Australian Privacy Act, POPIA (South Africa), PIPEDA (Canada)<br><br>• **Required** by customers in certain industries (**finance, healthcare, professional firms**)<br><br>• Avoid **lawsuits** and **heavy fines** (GDPR etc)<br><br>• Risk to **reputation**<br><br>• Avoid loss of **income and customers** |

# **Works on** New Outlook, Classic Outlook (Windows), Legacy Outlook (Mac), OWA & Outlook Mobile



# Customer Profiles

Industries with **Data Privacy Regulations** or **Sensitive/Confidential Data**



## Financial Institutions

- Investment Firms
- Insurance Companies
- Banks

## Healthcare



- Hospitals
- Labs
- Insurance Companies



## Professional Firms

- Law Firms
- Consulting Firms
- Accounting Firms

- ✓ UK Consulting Firm – 27,000 users
- ✓ US and UK Based Medical Research – 4,500 Users
- ✓ US Investment Firm – 4,000 Users
- ✓ Canadian Govt Financial institution – 2,800 users
- ✓ UK Healthcare Industry – 1,000 Users
- ✓ US Law Firm – 1,300 Users
- ✓ Japanese Electronics Firm – 80 Users
- ✓ Singapore Regulatory Firm – 100 Users

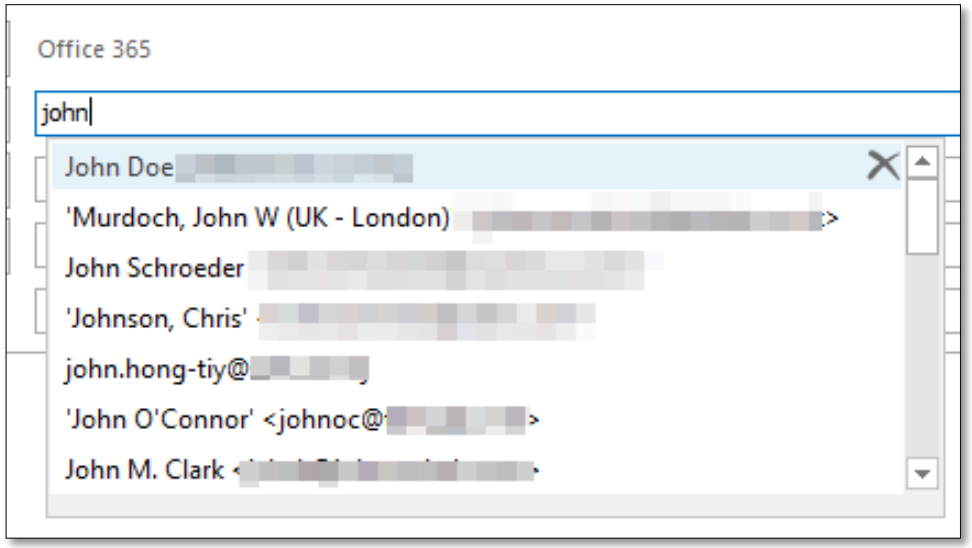
Small, Medium and Enterprise Customers (Largest customer has **27,000 users**)

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# How easy is it to send an email or attachment to the wrong person?

1




**Outlook Auto-Complete** (Selecting wrong recipients because names are similar)

2



**Reply-All Storm** (Selecting too many recipients)

3



**Selecting wrong attachments**

4



**Insider Risk** (Rogue User with Malicious Intent)

# The Solution: SendGuard



**Prompt to Confirm Recipients and Attachments**
Get users to review and confirm recipients and attachments before emails are sent out



**Reliable Recall**
Unsend Emails even after clicking Send. Delay (non-urgent) emails for to allow "recall" of sent emails



**Detect Sensitive Content (DLP/Rules)**
Detect sensitive or inappropriate content. Performed custom checks before emails are sent out




**Reduce Reply/Reply-All Leaks and Spam**
Get users to review and confirm recipients when Reply-All is clicked

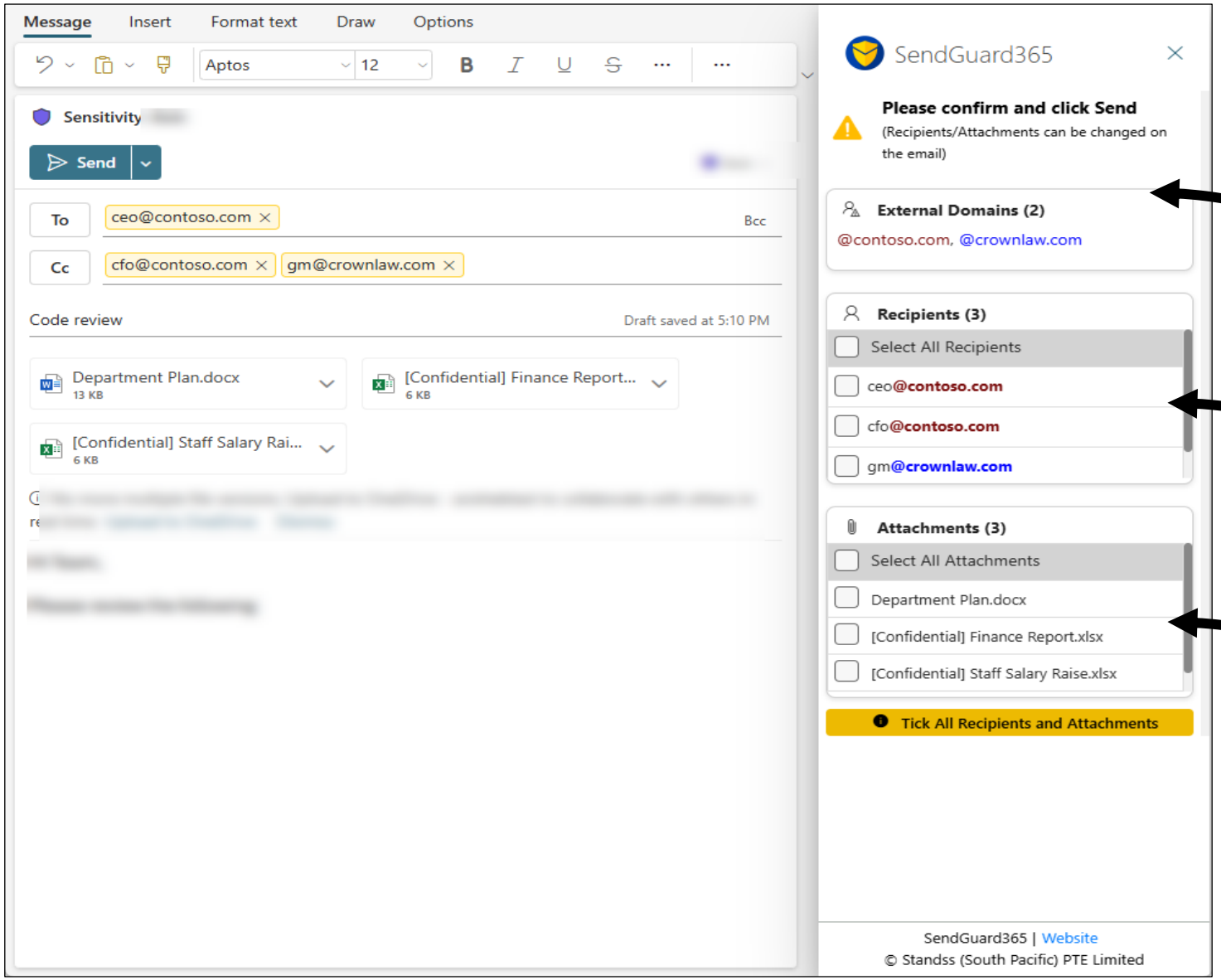


**Centrally (Admin) Managed Settings**
Use our Portal, Intune or GPO to deploy, lock down and manage settings.

- Prevent **confidential emails** and **sensitive/private data** being sent to the **wrong recipients**
- **Reclaim time and productivity** lost to indiscriminate use of email, replies and **reply-alls**


Microsoft 365 Certified
SendGuard is thoroughly evaluated against security controls based on industry standards, including SOC 2, PCI DSS, and ISO 27001.
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# Prompt to *Confirm Recipients and Attachments before* sending




**List of External Email Domains**

**Confirm Recipients**

External domains color-coded for easy identification

**Confirm Attachments**

# Data Loss Prevention:

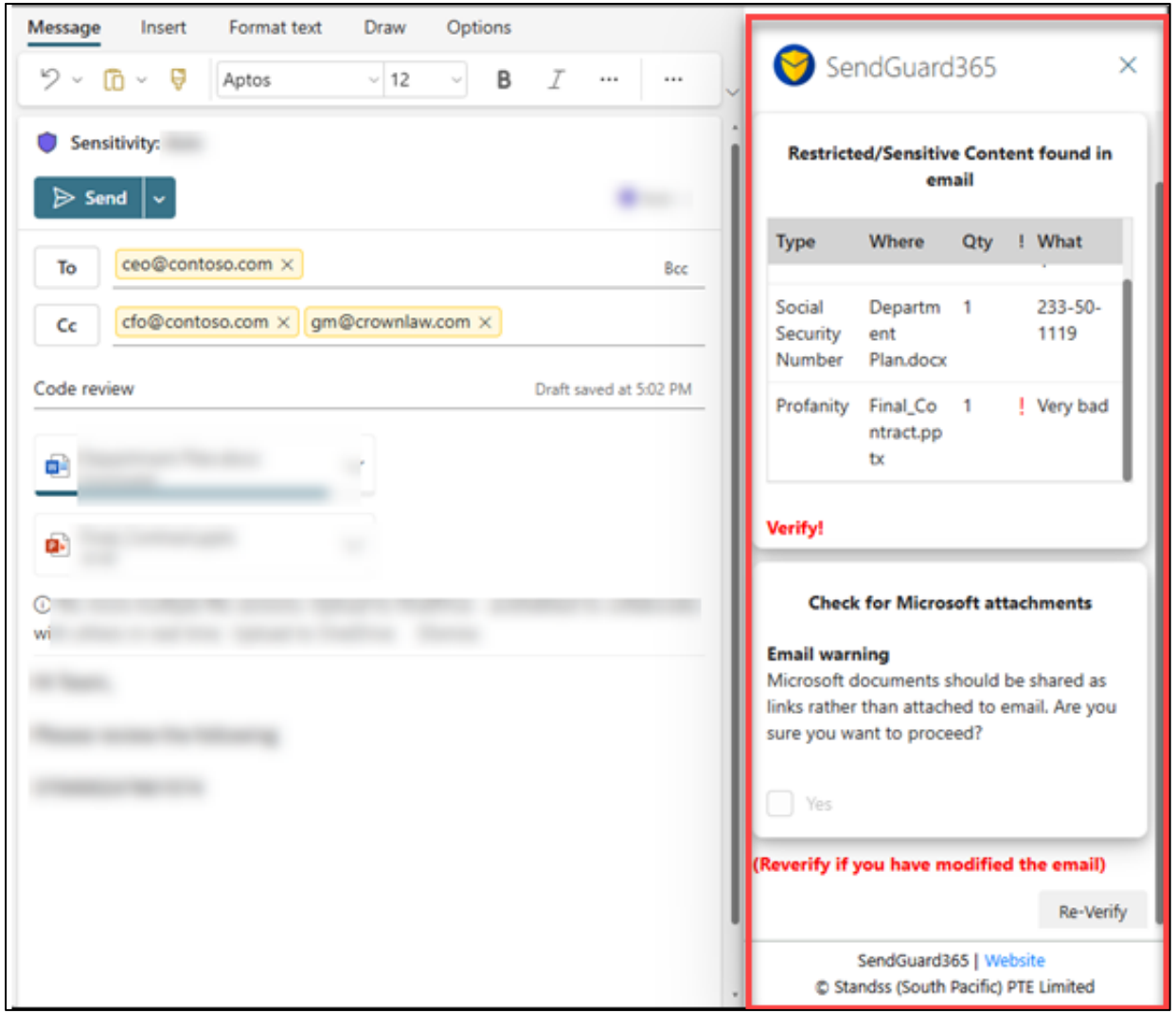
## Detect/Warn/Block Sensitive or Inappropriate Content

Use built-in rules to scan for sensitive content such as:

- Credit Card Numbers
- Social Security Numbers
- Employee IDs
- Profanities
- Other confidential information requested by clients

Set Level of Severity:
**Confirm before Send** or **Block Emails**

Define your own search patterns using word lists, wildcards or Regular Expressions (Patterns)



# Reply and Reply-All

## Reduce Reply-All Accidents (& *Spam)* and Increase Productivity

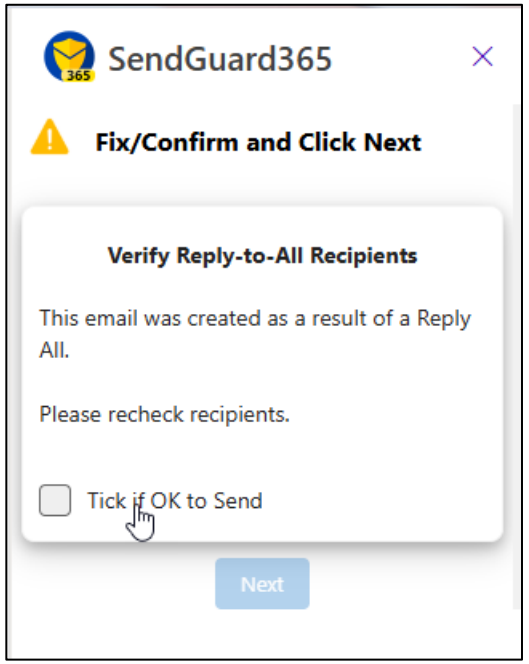
**Users are reminded exactly who will get the email as soon as they click Reply-All**

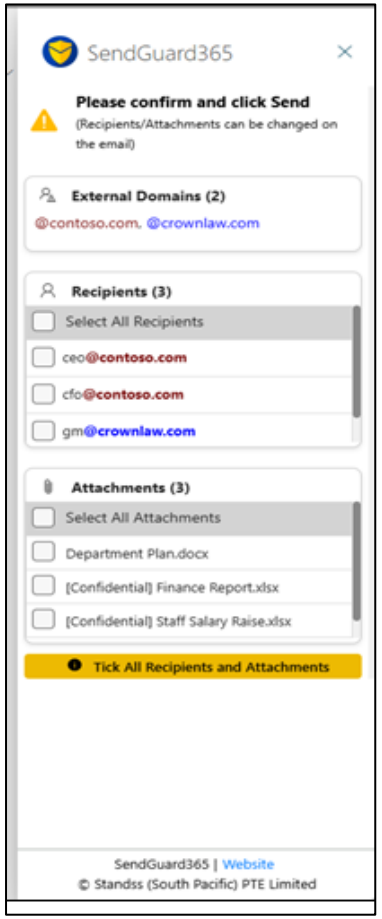
Select/Unselect recipients without having to go back to the email

External Recipients are **COLOR-CODED!**

**Reply Productivity Tools**

- Reply with Attachments
- Warning when Reply-All to BCC
- NEW! Prompt to use Teams/Chat/Call if more than x replies

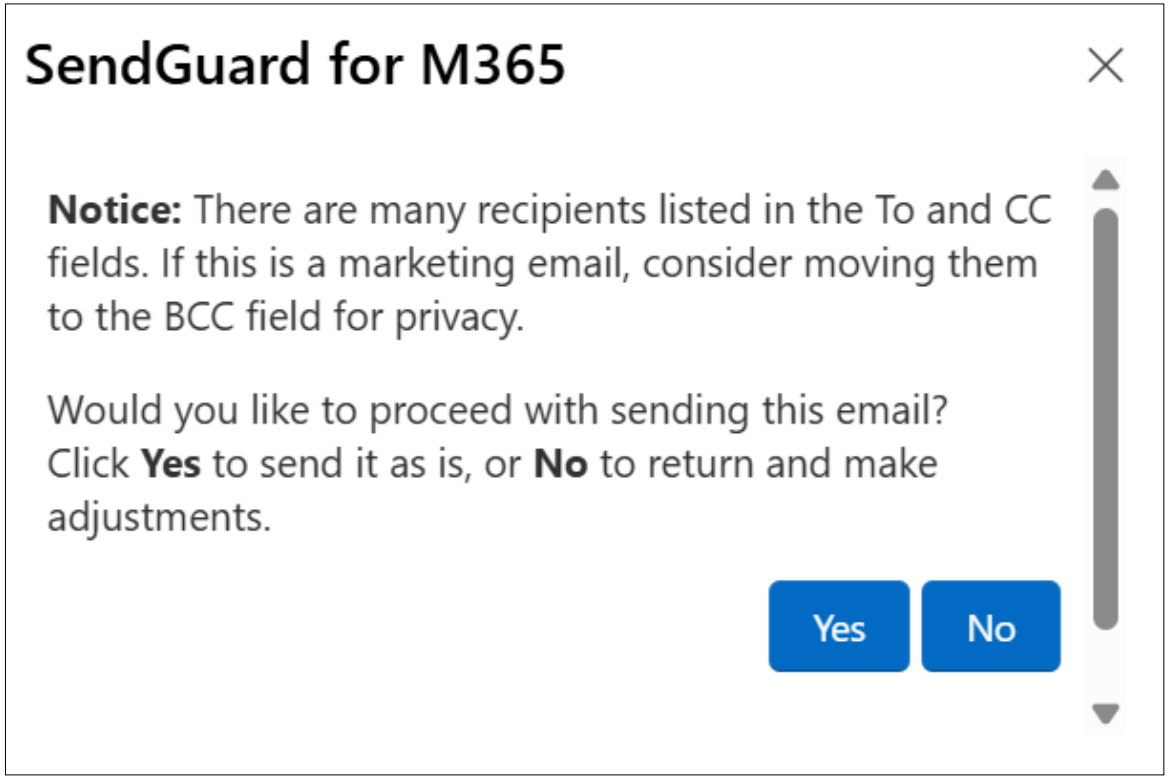


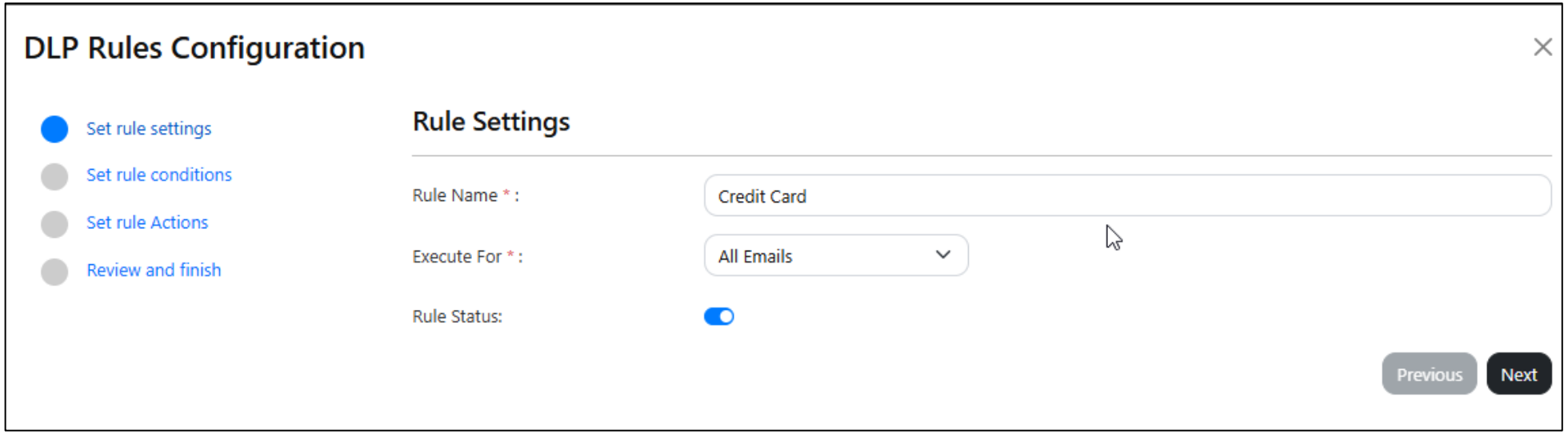
# Mass Marketing Risk Compliance

## Enable Recipient Privacy for Marketing Emails

**Warn and recommend BCC** if email has too many recipients in the “To/Cc” field to **mitigate unintentional unauthorised email address exposure.**



# Send Rules: Define your own checks and actions on outgoing emails




IF: Check emails for specific content or conditions
***Custom Scripts*** *can be used to carry out special tests*

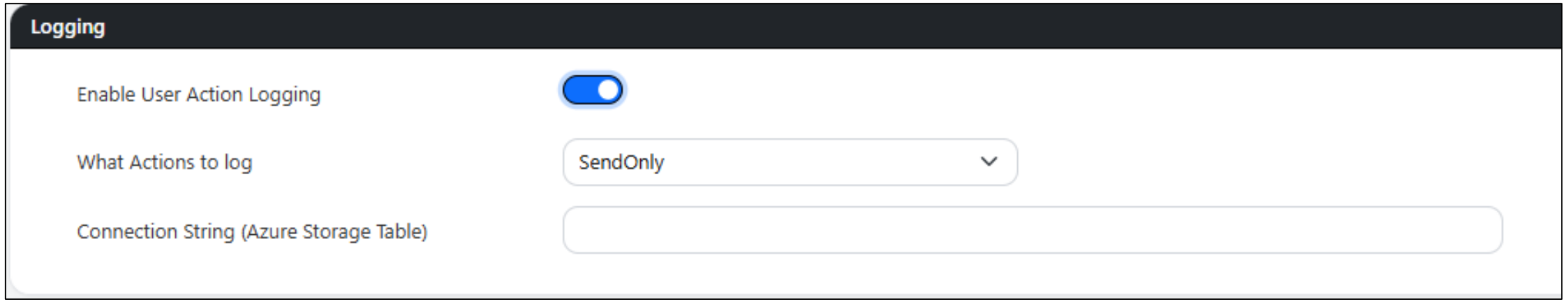
THEN: Define actions to perform if conditions are met

**Example Rules:**
Ask user if email should be copied to CRM, and **automatically BCC** if user clicks Yes

**Mark email for Encryption** based on recipients

Confirm (or Block) outgoing emails if they contain certain text .

# Log User Clicks (on SendGuard Prompts) and Analyse/Report using PowerBI/Splunk etc



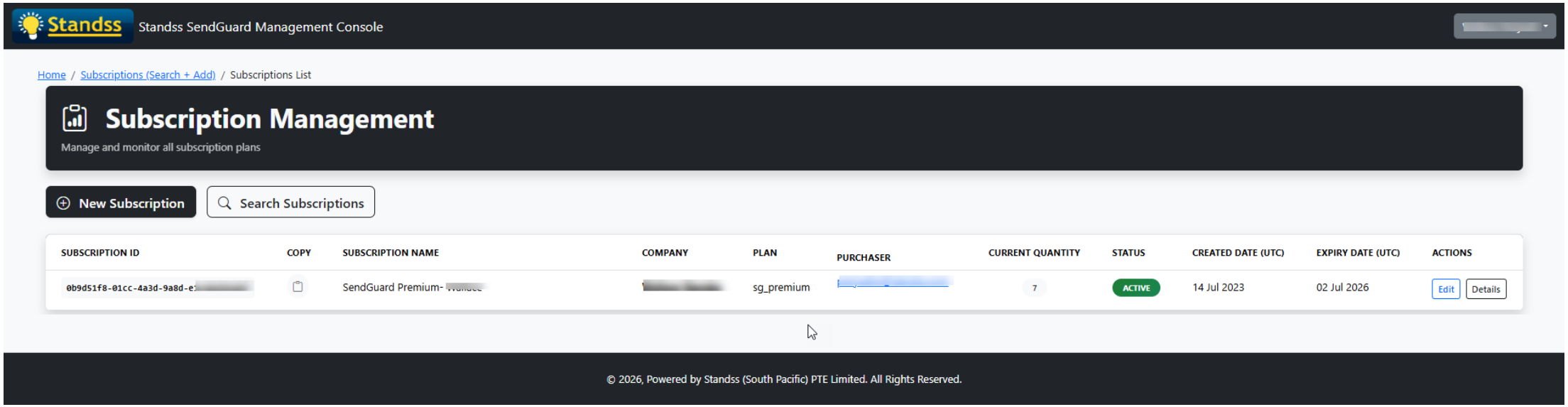

SendGuard can log users actions on the key prompts.

Use logs for:
- **Impact Assessment**
- **Investigations** for data breaches
- Security **Policy Improvements**

Logs are created in standard format for use with:
- PowerBI
- Splunk

…
Use our **PowerBI Reporting module** as a starting point for your own reports.

# Centralized Deployment, Configuration and Management- SendGuard for Outlook License Management System




- **Complete visibility** over all SendGuard users within their organization
- **Easily add/delete users** through the portal
- Real-time **subscription monitoring**
- Easily scales to **accommodate new users** and evolving needs

# What functionality do your customers need?

## SendConfirm

- ❑ Confirm Recipients and Attachments
- ❑ View Attachments directly from prompt
- ❑ Encryption support (Tick to encrypt)
- ❑ DelayGuard: Allows Unsend by delaying emails in Outbox

## ReplyGuard

- ❑ Confirm Recipients for Reply and Reply All
- ❑ Include Attachments when Reply/ReplyAll
- ❑ Include original Recipients when Forward
- ❑ Prompt to use Team/Chat/Call after x Replies
- ❑ Warn if replying-all to BCCed email

## SendRules

- ❑ Check conditions (IF) and automatically apply actions (THEN) on outgoing emails
- ❑ Display warnings, get user confirmation or block emails
- ❑ Automatically CC or BCC (for compliance etc.)
- ❑ Mark emails for encryption on server

## SendDLP

- ❑ Detect sensitive or inappropriate content
- ❑ Warn/Confirm/Block
- ❑ Use built-in searches (credit card numbers, Social security etc)
- ❑ Define your own keyword lists
- ❑ Define search patterns using Regular Expressions

## Others

- ❑ Analytics: Log when users are prompted
- ❑ Analytics: Report using PowerBI, Splunk etc.
- ❑ Branding and Security Awareness: Display Logo and Links to Policies

## Deployment and Admin

- ❑ Deploy using SendGuard License Management System, GPO, Intune, M365 Admin Center etc
- ❑ Manage users through Admin Console
- ❑ Deploy with and update settings
- ❑ Lock or hide settings from users

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# Partner with Standss

Trusted Software from a **Microsoft Partner**

**Office and Outlook Solution Developer for 20+ years**

Our Outlook addins are used by **thousands of users** in **organizations of all sizes** around the world.

**Quick turnaround to customize solution** for **specific requirements** for customer/industry/country



**Contact us at partners@standss.com**

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