FAQ

ADVANCED EMAIL SECURITY

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+ How does US Signal's Advanced Email Security compare to Acronis Advanced Email Security and Perception Point's Prevention as a Service?

It's the same product. The original product was created by Perception Point and is marketed by them as Prevention as a Service. A partnership between Perception Point and Acronis allows the services to serve as one of the service packs available with the Acronis Cyber Protect Cloud. It's now also available as a standalone service through US Signal, which is why its official name is US Signal Advanced Email Security, Powered by Acronis and Perception Point.

+ Is the service available only to MSPs or to end user companies as well?

It's available to both.

+ What makes this service different than other competitive solutions?

There are several differentiators, including:

- Unmatched detection speed that allows you to proactively prevent all threats before they reach end-users, compared to the reactive approach of standard email security technologies.
- Scanning of 100% of traffic in real-time with every bit of content analyzed at any scale. A clear verdict is delivered in seconds before the content reaches end-users.
- Prevention of sophisticated threats like APTs and zero-days that evade conventional defenses by using a unique CPU-level analysis that allows action earlier in the attack chain.
- Effortless, rapid cloud-native deployment for integrating directly with the email system without additional configuration, reducing the administrative burden associated with a standard secure email gateway (SEG) deployment.
- Direct access to cyber analysts and email security experts who monitor all customer traffic, analyze malicious intents and provide ongoing reporting and support.

+ What security technologies does Advanced Email Security use?

It uses multiple technologies including: threat intelligence, signature-based AV engines, anti-spam and reputation-based filters, reputation engines, advanced image recognition technology, CPU-level blocking, and machine learning with IP reputation, SPF, DKIM, and DMARC record checks, among others.

+ Is it compliant with any regulatory requirements or standards?

Yes. It's SOC2 compliant, HIPAA certified, GDPR compliant and CCPA compliant.

+ Who provides the technical support for Advanced Email Security – US Signal, Perception Point or Acronis?

The US Signal Technical Operations Center (TOC) provides all support for US Signal customers.

+ How will the Incident Response service be delivered and by whom?

The Incident Response service is requested via the X-ray (the management console) and delivered in the form of reports provided via email by the Perception Point team.

+ Will US Signal's Advanced Email Security require an additional agent installation?

No. Advanced Email Security is a cloud-native, API-based deployment that integrates directly in the email system. MX record configurations are needed only when using Advanced Email Security to protect on-premises email solutions.

+ How is Advanced Email Security licensed and priced?

Advanced Email Security is licensed per unique user. Shared and group mailboxes are not charged separately.

+ What languages does Advanced Email Security support?

The Advanced Email Security's UI is currently only in English, but doesn't affect its ability to detect threats in emails in other languages. There are plans for gradually implementing support for other languages.

+ Are US Signal's, Acronis' or Perception Point's data centers used to deliver Advanced Email Security?

US Signal leverage's Perception Point's distributed cloud-native SaaS to deliver Advanced Email Security.

+ What types of mailboxes does Advanced Email Security protect?

Advanced Email Security protects cloud mailboxes such as Microsoft 365, Google Workspace, and Open-Xchange without any need for additional configurations during initial deployment. It can also be used for protecting on-premises mail servers, but this requires MX record configurations.

+ Does Advanced Email Security protect other collaboration tools like Zoom, Slack, etc., similar to Perception Point's technology?

No, the Advanced Email Security is specifically designed to protect cloud mailboxes.

+ Can all emails received by end-users from sources outside of the company's domain be flagged?

Yes, you can flag emails with customizable banners based on policies and rules (i.e., all incoming emails from external domains) to provide end-users with additional contextual information.

+ Does the X-ray (the management console) supports multi-factor authentication (MFA)?

Yes, both the Acronis and Perception Point portals support MFA and have functionality built in. MFA is strongly recommended to be enabled wherever possible, especially for accounts with privileged access.

Partners can access the console via a single sign-on (SSO) from the Acronis Cyber Protect Cloud management console. This is done mainly to for ease of usability, as the Acronis Cyber Protect Cloud console supports MFA to prevent unauthorized access to any management functionality, including the X-ray.

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