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Tech Summary

Service Proposal

Lear about the most innovative product in registered electronic messaging. Discover why we excel in this growing market, with a value proposition that no competitor can match.

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Welcome to eEvidence's tech summary. Your guide to discover the opportunities that the product has to offer.

Whether you need to certify emails occasionally, or if you're looking to implement email registration in your business processes and transactional communications, we're sure you'll be satisfied with the results.

eEvidence is an email delivery gateway designed to supply electronic evidence of the exact contents and successful delivery of email messages, unobtrusively and without calling the recipient for action. This eEvidence exclusive feature allows for a preventive use of registered email. Just in case.

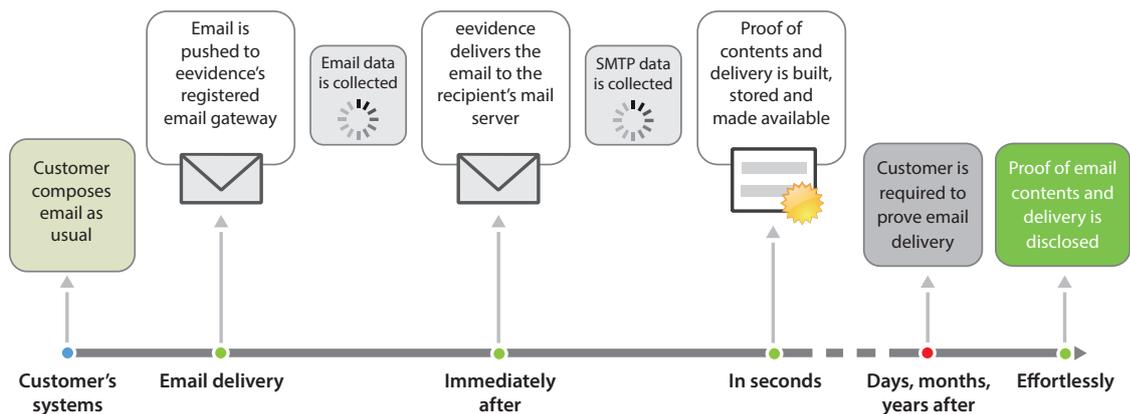
Designed to register email communications even on a mass scale, eEvidence technology relies on Internet and cryptography standards only for an easy deployment regardless what email technology, systems and devices the customer may have in place.

In order to issue the email contents and delivery receipt, the message must be forwarded to the eEvidence gateway by means of a regular SMTP transmission, so as to let eEvidence deliver it to the intended recipients. Once delivered, eEvidence will generate the receipt that secures proof of both its content and delivery, ending the process.

In this document we provide a general view of the technical concepts that make up the eEvidence service proposal, as well as an insight to the most relevant features of the product.

In 3 simple steps

This is how it works



01

Forwarding

The certification process begins as soon as we receive the email through a standard SMTP connection from the sender's systems, with TLS encryption support if required. At this point we validate the email address of the sender, and depending on the method you have chosen to send your emails through us we also verify that the data transmission is coming from an IP you have previously authorized.

02

Delivery

We do nothing that any other mail server would not do when delivering an email to its recipient. We resolve the MX of the recipient domain, we open an opportunistic TLS connection with that mail server, we confirm the recipient's delivery address, we deliver the email, and we record the details of the transmission. During the process, you can use the API to check in real time what is happening with each email.

03

Registration

Once the email delivery is confirmed, we generate a PDF document containing basic data from the email and its header, hashes from the email and from its attachments, and the recipient's server confirmation of delivery and acceptance of the email. The PDF is completed by encapsulating a full copy of the original email and with a qualified electronic signature that guarantees the integrity of the document.

Email forwarding from the client's systems

We cannot register an email message unless it gets delivered through and by us to the intended recipient. It's that simple: we receive the email, we deliver it, we issue the evidence receipt. This applies for registering both, the emails you send and the ones you receive. There's no workaround.

It doesn't matter if you use your own mail server or a third party mail server; whether you send it from a computer, from a smartphone or from a webmail solution; whether the emails are manually composed and sent or are the result of transactional processes within your company's information systems: no matter how you send your emails, you can get them registered through standard technology:

Wildcard

The *RFC 4592 The Role of Wildcards in the Domain Name* Internet protocol describes how to define a record in a DNS zone that will match requests for non-existent domain names. We benefit from this standard to provide an easy way to deliver emails through eEvidence, by simply appending the wildcard **.eevid.com** to the recipient's email address.

SMTPAUTH

Our platform is essentially an outbound SMTP relay through which any registered user is authorized to send emails. When requiring to register all outgoing traffic from a given account, the platform can be set up as the outbound SMTP server for that specific account, in which case a regular SMTPAUTH authentication rule will apply to validate the source.

Smarthost

The smarthost method is similar to the SMTPAUTH option, except that in this case the sender is validated based on the email's source IP. When doing so, it's advisable that we validate the source by checking the SPF records on the customer's DNS, but authorized IPs can also be provisioned directly to the system. In either case, IP validation allows you to add new license users on-the-fly.

When it comes to efficiently processing email communications at large scale

One of our top sales pitches is to ensure that our platform has the ability to manage email traffic on a massive scale, whilst offering the necessary resources to keep the customer in control over each delivery process. We can prove it.

What is a Large Project from our point of view? To put it simple, those that require registering a minimum of 500,000 emails in a maximum period of 12 months. From here, we distinguish two categories:

Transactional processes. These are projects in which eEvidence registration is deployed as part of the client's information processes. In these scenarios, control over capacity is paramount.

One time projects. Every company may need at some point to run a mass communication to third parties. When there is a deadline, what is important is to ensure that the deadline is met.

Advanced use:

- *Sandbox* environment for running a full test for processing up to 100,000 emails
- Send from multiple IPs simultaneously
- Open multiple connections (sockets) per IP
- Forward up to 100 emails per connection
- Use the API to retrieve delivery status and files
- Let us help in achieving maximum performance

Technical environment



Knowledge

Keys to success

• Key 1	We know about email and how to get it delivered
• Key 2	Technology partners
• Key 3	Tools for data retrieval and control
• Key 4	Customer support

We master email, the product and its implementation. Here are some keys to understand why this is important in a partner.

■ ■ ■ ■ 01. Beyond the SMTP world.

We are an email company. This is our world, the Internet technology on which we have built our business and products and the telecommunications environment that we best master.

Managing third party email communications, reliably and with delivery guarantees, is anything but trivial. To start you need a team of professionals with solid knowledge in SMTP environments and what are considered good practices in the transmission of data by this protocol. But this is not enough. In delivery emails there are many other issues and technological resources involved, such as the DNS configuration of your email domain, full understanding and ability to explain how SPF, SenderID and DMARC protocols work and how these impact the delivery of emails, or assist you on how to reach maximum performance when it comes to managing a bulk run in a short period of time. You will be in good hands.

Our Services

■ ■ ■ ■ 02. We can't be the best in everything. Technological partners.

At eEvidence we are good at what is directly related to the registration of emails: receiving your emails, delivering them to the intended recipients and providing you with the electronic evidence that proves their content and effective delivery. This main side of the product is managed from the dedicated servers that we host at Adam Datacenter in Barcelona, with ISO 9001 and ISO 27001 certification and with level TIER 3 (TIA-942) of CPD security.

For storage of files we partner with Amazon S3 (Dublin), and Google Cloud Platform (Berlin) provides us the database and search engines that we need and that you would expect.

■ ■ ■ ■ 03. Web console & API. Full integration.

When you send an email through eEvidence, you trust us for delivering it to the intended recipient. However, how can you tell if we did so?

We provide you with access to a secure and restricted web console, with different options for users and administrators for querying and retrieving data. Our service API, based on the JSON standard for data exchange over HTTPs, also allows you to remotely check the status of delivery of your emails in real time, synchronizing our records with yours, downloading copies of the receipts you may have decided to store in our systems, and retrieving metrics for performance and cost analysis. If you need it, we will assist you in integrating the API from your own systems so that you can consolidate the access to data from your environment.

■ ■ ■ ■ 04. Support. Keep in touch.

At some point something may go wrong, and it may be our fault. When this happens, our priority will be to sort out the problem and this will demand being totally honest. Because for the customer's IT team, nothing makes troubleshooting more cumbersome than the lack of information about where a problem is located.

For better reporting and follow-up of issues, the service includes a support ticket tool right from the web console. We are committed to solve all your doubts in the shortest possible time and we will be pleased to analyze with your team possible solutions to your particular needs.

Project Workflow



Project steps

Steps	1	2	3	4	5	6
License	●	●	●			
Up and running				●	●	●

Stage 1: Sandbox test

For eligible projects, a one week test environment is available for registering up to 100,000 email messages, so your team can get familiar with how the platform works and how reliable it is. Once the trial is over, we can look at the results together.

Stage 2: Licensing

To move forward in registering your emails, you will need a premium license. Applying and confirming a license is an easy step that administrators can do directly online. In the process, service configuration and invoicing conditions for the project are fixed.

Stage 3: Configuration

The service offers different features that can be configured to meet the specific requirements of the client. In addition to allowing individual settings per user, the default configuration ensures greater control over how the product will be used and perform across the organization.

Stage 4: Advanced settings

We are going to deliver emails on your behalf, so it pays to look at the details to avoid rejects at destination due to technical missconfigurations. We will let you know what adjustments are advisable at your end, making sure none will negatively impact the rest of your company's email communications.

Stage 5: Adding users

Our standard user registration policy is simple: the administrator invites users from the console and we send them an email with a link to confirm the registration. We offer alternatives to this standard policy, including the possibility of creating users on the fly by validating their first message by IP or SPF.

Stage 6: Launching

When to launch is totally up to you. As soon as we confirm that your service is ready to go, is your decision to start forwarding your emails to us and have them registered.

