

Highlights

- Proactively solve Exchange problems in just a few minutes.
- Troubleshoot message delivery problems in real-time.
- Prove compliance with Service Level Agreements (SLAs).
- Customize dozens of easy-to-use reports to suit your needs.
- Instantly confirm server availability with real-time email tracking and automatic alerts.
- Reduce infrastructure and administrative costs.

“ Permesssa Email Control! Express gave me tools that don't exist in Exchange. It saved me an immense amount of time helping me clean up my network. ”

—Jerry Hook, IT Manager
University Health System

Microsoft[®]
CERTIFIED
Partner

Permesssa Email Control! Express

Permesssa Email Control! Express is a powerful, easy-to-use solution that provides proactive monitoring and historical email reporting of your Microsoft Exchange environment. With real-time tracking, detailed analysis and intuitive graphical reporting capabilities, our award-winning software enables you to quickly and easily diagnose and troubleshoot email performance and usage issues on the spot.

Permesssa's intuitive, at-a-glance reports let you save time and effort by quickly uncovering the source of email problems, such as network bottlenecks or excessive volume, without having to sift through cumbersome server logs. What's more, Permesssa's proactive monitoring capabilities virtually eliminate the need to troubleshoot mail servers that are operating efficiently, enabling you to speed responsiveness by focusing exclusively on trouble spots.



With Permesssa Email Control! Express, you get dozens of fully-customizable, real-time reports, detailed Exchange log analysis, easy-to-understand graphical maps and automated emails for real-time tracking. Whether you're an Exchange Administrator, IT Manager or a help desk support technician, our comprehensive solution provides the tools you need to proactively monitor messaging traffic patterns, user activity and service levels for faster problem-solving and performance resolution.

Permesssa Email Control! Express enables corporate IT to better manage, monitor and resolve email user and performance issues, resulting in dramatically lower operating costs and improved service quality throughout your enterprise.

Features

- Intuitive and graphical reports come out of the box to help you quickly solve user problems and respond to performance issues in minutes.
- Real-time email tracking pinpoints how messages were routed and if they were delayed due to spiking, clogging or bottlenecks.
- Instantly view which mailboxes are consuming the most resources, determine how long it takes to deliver messages, identify the heaviest email users, pinpoint inactive user accounts and much more.
- Prevent performance and usage problems from occurring in the first place with proactive monitoring. Spot Exchange problems before they happen to avoid user interruptions.
- Instantly know when performance falls below established thresholds with email alerts. Launch test emails to automatically confirm the real-time availability of network servers.
- Get immediate insight into messaging traffic patterns, user activity and service levels to ensure the highest level compliance, enhanced security and peak performance.



Examples

- **Speed help desk call resolution:** Troubleshoot delivery problems in minutes. Investigate, diagnose and take action on email help desk calls with both historical and real-time reports.
- **Confirm server and network up/down status:** Within seconds, confirm that your Exchange servers and network are working and that users can send and receive messages.
- **Create email policies:** Analyze current email usage and create/refine email use policies that correct email misuse or abuse.
- **Balance server loads:** Ensure Exchange servers and message stores are balanced for optimum performance.
- **Clean up and fix mailboxes:** Identify unused mailboxes and those that are near or exceeding email quotas for performance and capacity management. Objectively evaluate quota resize requests.
- **Service Level Management (SLA Compliance):** Create reports for management that objectively show service level compliance. Pinpoint trouble spots and take any necessary action to resolve compliance issues.
- **Enhance security:** Display email traffic going to and coming from suspicious or competitive domains and capture email of users who are under investigation.



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