

Hamara Cloud Product Catalogue

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www.HamaraCloud.com



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HamaraCloud UniversalMessaging

HamaraCloud UniversalMessaging is a messaging (Email and Collaboration) solution for organizations. With the aim of making Messaging universally affordable, with no compromise on features, HamaraCloud UniversalMessaging provides world class messaging to organizations.

Whether you are a One person organization or have millions of users, HamaraCloud UniversalMessaging is the ideal solution. With a service that is most affordable, HamaraCloud UniversalMessaging adjusts to your budget rather than the other way around.

UniversalMessaging is a scalable, secure Email and collaboration solution and can be activated within 3 hours.

<i>Service Description</i>	<i>Unit</i>	<i>Price per Unit</i>
HamaraCloud UniversalMessaging - Standard Edition (HamaraCloud Signature)	100MB	25 ¢
HamaraCloud UniversalMessaging - Basic Edition - 1 Year	100MB	\$ 10
HamaraCloud UniversalMessaging - Small Business Edition - 1 Year	1GB	\$ 37.50
HamaraCloud UniversalMessaging - Business Edition - 1 Year	5GB	\$ 100
HamaraCloud UniversalMessaging - Enterprise Edition - 1 Year	10GB	\$ 187.50

<i>Commercial Terms and Conditions</i>	
Delivery	3 Hours
SLA	<ol style="list-style-type: none"> 1. 99.9% Uptime Guarantee 2. 100% Virus Protection (for existing Viruses) 3. Zero hour protection for new Viruses 4. 99%+ SPAM Protection 5. Less than 1 in 300,000 False positives
Cancellation / Refund Policy	Once order is placed, cancellation / refunds are not allowed.
Payment	<ol style="list-style-type: none"> 1. Online through HamaraCloud Payment Gateway 2. NEFT/RTGS/IMPS to HamaraCloud bank account

Technical Features

Use your own domain name (e.g., supersales.com) or hamaracloud.in

Integrated turnkey solution with Hardware, Software, Security and Load balancer built in

Email features (Common)

AJAX Webmail	POP / IMAP / SMTP	Anti Virus / SPAM	Auto Forward
Auto Reply	Vacation Response	Filtering rules	Server side Filters
Advanced Search	Multiple / Sub folders	Personal Address book	Report SPAM
Sender Alias	Automatic Bcc of Incoming emails	Automatic Bcc of outgoing emails	Web based Administrator panel
Trash/Draft/Sent folders	S/MIME Support	SMTP Authentication	Optional 2FA (2 Factor Authentication)
Internal Only Users	Rich Text Format Editor	Attach and Download documents from Emails	Mobile Access

Collaboration features (Common)

Calendar	Task / Todo List	Notes
File Storage	Document sharing	FTP Access to documents

Optional Plugins

Edit/View Office Docs online using HamaraCloud Online Office Plugin
HamaraCloud BeThere Dedicated Room
HamaraCloud MessageVault
HamaraCloud DocuStorage

Feature Matrix

Feature	Standard	Basic	Small Business	Business	Enterprise
Storage for mail	100MB	100MB	1GB	5GB	10GB
Storage for Documents	X	X	100MB	1GB	1GB
Global Access	X	√	√	√	√
Mobile access	X	X	√	√	√
Optional Enterprise Plugins	X	X	√	√	√
HamaraCloud Signature	√	X	X	X	X

Security

TLS / SSL Security	100% Virus protection (existing Viruses)	Zero hour protection (new Viruses)	99%+ SPAM Protection
Less than 1 in 300,000 False positives	Host / Network based Firewalls	Outbound SPAM Security with Alerts	7 Layer SPAM checks
Zero maintenance Whitelisting of SPAM	No quarantine to maintain	SMTP Authentication for Outgoing emails	Reputation ensures 100% Email delivery

HamaraCloud BeThere

HamaraCloud BeThere is a HD Quality Video chat solution. BeThere allows users to make video calls for discussions, reviews and Interviews. Working with Chrome (56+) on any Desktop / Laptop / Mobile device, BeThere presents a user experience that can only be surpassed by being there!

Room can be associated with unlimited users (one user at a time). As soon as one meeting gets over, same room can be assigned to another user.

BeThere allows users to chat with each other in text. With a Mic / speaker / Webcam, Video conferencing can be done.

<i>Service Description</i>	<i>Unit</i>	<i>Price per Unit</i>
HamaraCloud BeThere – Dedicated Room - 1 Year	1	\$ 1250

<i>Commercial Terms and Conditions</i>	
Delivery	3 Hours
SLA	99.9% Uptime Guarantee
Cancellation / Refund Policy	Once order is placed, cancellation/refunds are not allowed.
Payment	<ol style="list-style-type: none">1. Online through HamaraCloud Payment Gateway2. NEFT / RTGS / IMPS to HamaraCloud bank account

Technical Features

Integrated turnkey solution with Hardware, Software, Security and Load balancer built in	
User Interface: Web based / Mobile App	
Supported Devices	
Google Chrome (56+)	
Mozilla Firefox (35+)	
Desktop / Laptop OS: Linux, Windows	
Mobile / Tablet OS: Android, Windows, iOS	
Video conferencing requires Mic / Speaker / Web Camera	
Conferencing	
Text chat	Mute / Unmute Users
Private chat (user to user)	Password Protection
Multi user conference (Group chat)	Lobby Room
Smilies and various indicators	Breakout Room
Multiple User Views	Video Recordings - default 1GB space
100 participants per room	Desktop Screen Sharing
Mobile Screen Sharing	Raise Hand
Adjust Video Quality	Moderator Support
Security	
TLS / SSL Security for end to end security	
Time limited tokens for Video sessions	
Technical	
Protocol: WebRTC	
Relay through media server to get around restrictive Firewalls / Proxy	

HamaraCloud SecureMessaging

HamaraCloud SecureMessaging is a domain wide email security service for organizations. Targeting organizations which have an in-house messaging solution (including in-premise Email server), HamaraCloud SecureMessaging filters out SPAM, Virus and other harmful emails while delivering genuine emails to your Messaging server.

Statistics show that more than 30% of email traffic received by organizations are either SPAM/Virus or other harmful traffic. By blocking such emails, organizations can not only secure their messaging, but also utilize the saved bandwidth for productive purposes.

HamaraCloud SecureMessaging is the only solution that protects both Inbound and Outbound organization traffic, thus ensuring that genuine traffic is always delivered. HamaraCloud SecureMessaging is available in Standard and Enterprise Editions. Standard Edition is subsidized by HamaraCloud Signature.

If you are an organization running own email server, you will find SecureMessaging an easy, add-on to secure your messaging service.

<i>Service Description</i>	<i>Unit</i>	<i>Price per Unit</i>
HamaraCloud SecureMessaging - Standard Edition (HamaraCloud Signature) - 1 Year	1	25 ¢
HamaraCloud SecureMessaging - Enterprise Edition - 1 Year	1	\$ 10

<i>Commercial Terms and Conditions</i>	
Delivery	3 Hours
SLA	99.9% Uptime Guarantee
Cancellation / Refund Policy	Once order is placed, cancellation / refunds are not allowed
Payment	<ol style="list-style-type: none"> 1. Online through HamaraCloud Payment Gateway 2. NEFT/RTGS/IMPS to HamaraCloud bank account

Technical Features

Use your own domain name (e.g., supersales.com)
Integrated turnkey solution with Hardware, Software, Security and Load balancer built in
Filter out SPAM / Virus / Harmful emails and deliver only genuine traffic to your Email server
Integrates with existing infrastructure seamlessly
No changes required in current infrastructure
Compatible with all Modern email servers, including, but not limited to Microsoft Exchange, Lotus Notes, Zimbra, Postfix, Qmail and Sendmail
Effectiveness
99%+ SPAM Protection
100% Virus protection (existing Viruses)
Zero hour protection (new Viruses)
Less than 1 in 300,000 false positives
7 layer SPAM Check including proprietary content checks
Zero Maintenance
No quarantine to maintain or scan
Automatic identification of false positive without Administrator/recipient intervention
Easy SPAM feedback to increase SPAM detection rate
Security
TLS / SSL Security for end to end security
Email notification on Outbound email misuse
Automatic blocking on Outbound email misuse
Email notification on password attacks
Technical
Easy IP Whitelisting by end users
Harsh blacklisting rules to deter prospective SPAMmers
Scalable from single user to millions of users
Never lose an email: Rejected emails always generate a bounce message. This allows sender to take corrective action (including possibly whitelisting) and resend the email
Outbound service protects email reputation and ensures that your genuine emails are always delivered.
Administration interface is simple and allows easy setup of service (typically within 3 hours)

HamaraCloud MessageVault

HamaraCloud MessageVault is an Email archiving service for organizations. All emails received/sent by users (or a set of users), will be stored in HamaraCloud MessageVault. User/Administrator can retrieve them at any time into mailbox by logging onto Control panel.

MessageVault automatically stores emails for specified number of years as per the order and nobody can delete the emails while in storage. MessageVault is useful in the following scenarios:

- User has lost data (due to Hardware / Software crash or loss) and wants to retrieve old emails.
- Organization wants to check emails sent / received by current or ex-employees
- Organization has to maintain the data due to legal order / compliance rules

MessageVault works with any Messaging service (including Rainmail and local email servers) and stores data securely using encryption. A SSL protected control panel allows users to search and retrieve old emails. Advanced search allows user to search for text within attachments.

<i>Service Description</i>	<i>Unit</i>	<i>Price per Unit</i>
HamaraCloud MessageVault – 1 Year Edition	1	\$ 62.50
HamaraCloud MessageVault – 2 Year Edition	1	\$ 121.88
HamaraCloud MessageVault – 3 Year Edition	1	\$ 178.13
HamaraCloud MessageVault – 4 Year Edition	1	\$ 232.25
HamaraCloud MessageVault – 5 Year Edition	1	\$ 281.25
HamaraCloud MessageVault – 6 Year Edition	1	\$ 328.13
HamaraCloud MessageVault – 7 Year Edition	1	\$ 372

<i>Commercial Terms and Conditions</i>	
Delivery	3 Hours
SLA	<ol style="list-style-type: none"> 1. 99.9% Uptime Guarantee 2. 100% data protection
Cancellation / Refund Policy	Once order is placed, cancellation / refunds are not allowed.
Payment	<ol style="list-style-type: none"> 1. Online through HamaraCloud Payment Gateway 2. NEFT / RTGS / IMPS to HamaraCloud bank account

Technical Features

Use your own domain name (e.g., archive.supersales.com) or archive.hamaracloud.in
Integrated turnkey solution with Hardware, Software, Security and Load balancer built in
Stores all incoming/outgoing emails
Integrates with existing infrastructure seamlessly
No changes required in current infrastructure
Compatible with all Modern email servers, including, but not limited to Microsoft Exchange, Lotus Notes, Zimbra, Postfix, Qmail and Sendmail
Control Panel
Use email credentials to Login
Search for emails based on Date, Sender, Recipient, Subject, Attachment type and key words (searches within attachments)
Retrieve emails in bulk
Restoration of emails directly to mailbox using IMAP `
Features
Emails can never be deleted manually
Specify number of years to store emails.
After expiry of storage period, emails are automatically deleted by system
Security
Detailed Audit logs
TLS/SSL Security for end to end security
Detailed Audit logs for logins, search, retrieval
Audit logs gives time, IP address as well as account name of user
Export Audit logs as CSV for offline copy
Technical
Enable service for a single user / select set of users
De-duplication of mails
Emails stored in media in encrypted form for additional security
Import existing emails to archive
Works on standard protocols like SMTP and IMAP
Administrator control panel
Administrator can retrieve emails to any email address
100% data protection
99.9% uptime Guarantee (for Control panel)

HamaraCloud DocuStorage

HamaraCloud DocuStorage is a document storage solution for organizations. HamaraCloud DocuStorage allows organizations to store their documents in HamaraCloud and access from anywhere in the world. Data is stored in redundant Storage networks and backed up offline.

HamaraCloud DocuStorage allows individual users to store documents and also share with other employees / users.

DocuStorage is a scalable, secure, easy cloud Storage solution and can be activated within 3 hours.

<i>Service Description</i>	<i>Unit</i>	<i>Price per Unit</i>
HamaraCloud DocuStorage – Basic Edition - 1 Year	1 GB	\$ 62.50
HamaraCloud DocuStorage – Small Business Edition - 1 Year	5 GB	\$ 300
HamaraCloud DocuStorage – Business Edition - 1 Year	10 GB	\$ 500

<i>Commercial Terms and Conditions</i>	
Delivery	3 Hours
SLA	<ol style="list-style-type: none"> 1. 99.9% Uptime Guarantee 2. 100% Data Protection
Cancellation / Refund Policy	Once order is placed, cancellation / refunds are not allowed.
Payment	<ol style="list-style-type: none"> 1. Online through HamaraCloud Payment Gateway 2. NEFT / RTGS / IMPS to HamaraCloud bank account

Technical Features

Use your own domain name (e.g., supersales.com) or hamaracloud.in
Integrated turnkey solution with Hardware, Software, Security and Load balancer built in
User Interface: Web / FTP
Document Storage (Web Interface)
Upload documents
Create multiple folders / Sub folders
Create link (with expiry date) for sharing document
Email document link (with expiry date) to external users `
Bulk Upload of documents
Document Storage (FTP)
Secure FTP Server
Support for STARTTLS
Email alert on upload
Upload alerts per user
Web based FTP interface
Support for FTP Clients: FileZilla / WinFTP / WinSCP and more
Security
TLS / SSL Security
Host / Network based Firewalls
Administration
Create / Delete users
Disable / enable users
Bulk addition / Deletion
Specify quota for users
Specify email address for upload alerts

HamaraCloud DataAssure

HamaraCloud DataAssure is designed to address three main data concerns of the CIO:

- Will corporate data go out of the Country thereby being subject to different set of laws and possibly leading to undetected data leakage?
- Can I get access to Corporate data anytime for Audit / local backup / Migration?
- In case of data leakage, can I get access to data for investigation with the help of local law enforcement or should I wait for help from foreign agencies?

HamaraCloud commits data availability with SAN, redundancy in Hardware, offsite and offline backups using tape.

HamaraCloud DataAssure ensures that the organization has physical access to Corporate data anytime. Request a copy of the data in an external Hard drive to store on-premise or for Audit / Migration. Within 7 to 15 Business days of request being received, Carizen will take a backup of data onto an external Hard drive / Tape and send it by Speed post to the Registered address of customer account.

Media will be provided by Carizen and if the data is large, it will be split up into multiple media and sent.

<i>Service Description</i>	<i>Unit</i>	<i>Price per Unit</i>
HamaraCloud DataAssure with Shipping by Speedpost	1TB	\$ 625

<i>Commercial Terms and Conditions</i>	
Delivery	3 Days + Time to take backup + 5 days for shipping -> (7 to 15 days)
SLA	<ol style="list-style-type: none"> 1. Any defect in the Backup media should be brought to attention within 15 days of receipt of Media. No complaints will be entertained post this period. 2. If any defect is detected, client should send the Media back to Carizen within 15 days from date of receipt. 3. If Carizen confirms defect, a replacement will be sent to client. Cost of speed post from client to Carizen premises will be refunded to client. 4. If Carizen does not detect any defect, client is responsible for collecting the Backup media from Carizen premises.
Cancellation / Refund Policy	Once order is placed, cancellation/refunds are not allowed
Payment	<ol style="list-style-type: none"> 1. Online through HamaraCloud Payment Gateway 2. NEFT / RTGS / IMPS to HamaraCloud bank account
Others	Due to the volume of requests, client can request at most one backup Media per month.

Technical Features

Backup Formats
Email: Maildir
Calendar: iCal
Task List: iCal
Notes: Plain text `
Chat: XML
Email Archive: ZIP file containing individual emails in EML format
FTP / Files: Directory structure with actual files
Exclusions from Backup data
Password hash
Backup Media
External Hard Drive
USB 3.0 Interface
EXT4 File system format
1 Year manufacturer's warranty for Hardware. Client to contact Manufacturer for warranty service
LTO6 Tape Cartridge
Linear Tape File System format
1 Year manufacturer's warranty for Cartridge. Client to contact Manufacturer for warranty service
Security
Ability to track shipment once shipped
Additional security key can be specified to encrypt data in device (encrypted using dmccrypt software)
Additional Consulting Services
Migration of data to Exchange Server, Lotus Notes
Use of encryption / decryption to secure data

HamaraCloud TechConsult

HamaraCloud TechConsult is the technical consultation arm of HamaraCloud. Our internal team of experts will meet and understand your requirements. After suitable analysis, would present a proposal with HamaraCloud and if required, external components.

These solutions can be

- Hybrid solutions, wherein part of solution is implemented in HamaraCloud and part is implemented in your local Data center premises
- Solutions not covered by cloud, but can be implemented in your Data Center premises
- Security consulting
- Security Audit
- Connectivity solutions (e.g., VPN)

HamaraCloud TechConsult offers solutions in the following areas:

- Messaging Architecture, migration and implementation
- Security Architecture and Audit
- Storage Architecture, migration and implementation
- Application Architecture, design and implementation

Backed by world class technical expertise that runs one of the most sophisticated data NoC, you are sure to get your requirements addressed.

Areas of Specialization

- Network Security
- Messaging and Collaboration
- Application Security (VPN, Anti Virus/SPAM)
- Document Storage and management
- Application design and maintenance



Carizen Software (P) Ltd

S1, Second Floor, 287, 4th Main Road, Burma Colony,
Perungudi, Chennai 600096, India.
Phone +91-44-24967721/41/51/61
Email: info@carizen.com