mailplus

Secure Digital Communication with
Mailplus for **Outlook Office 365**

Replace fax and letter with secure email via **Mailplus** for **Outlook Office 365**

There is no doubt about the fact that digitization can help many companies and authorities to streamline different processes, reduce workload and costs. The Swedish government has even demanded that the digital option should always come first. But despite this ambition, many companies and authorities are still forced to handle much of their communication through traditional methods such as letters and faxes. The reason for this is that the technology has not been adapted to the laws and regulations that they need to live up to. One of these requirements is that we must be able to protect for example person-sensitive or classified information from 3rd party when we send it digitally. But as a regular e-mail message can be compared with sending an open postcard and where we find it difficult to secure the sender and recipient, many companies and authorities are simply forced to continue with letters and faxes. This is something that creates both an unnecessary workload but also increased costs and lead times for different processes within the business.

At Meaplus we work to solve these types of problems with the help of digitization. With a service called Mailplus, we now offer an Add-in for Outlook Office 365. The Add-in gives Outlook an extended functionality that makes it possible to send person-sensitive and other classified information via Office 365 and thus communicate with other identified companies and users in a safe and more efficient way.

The challenge with traditional e-mail today

Normally traditional e-mail programs do not offer features that makes it possible to protect the information being communicated. This creates huge challenges when it comes to digital communication of personal- and company-sensitive information or when it comes to classified or other secret information. Laws and regulations therefore force many companies, public organizations and authorities to continue with letters and faxes and to be able to send this kind of information. This is something that is both expensive, time consuming and inefficient. The lack of a technical solution that can handle the problems and also let sensitive information be sent through e-mail, often creates increased lead times and costs for important processes within the company and society. Time and money that would otherwise have been able to go to investments where the need is greater.

So why do we allow information to be sent by letter and fax, but not as a regular e-mail message? Primarily, it's because when sending letters and faxes the information is secured during the transport to the recipient, while a regular e-mail message can be compared with sending an open postcard. Therefore it´s no guarantee that any third party or company does not take part of the information that is communicated.

Secure digital communication between identified users

So how can we get away from sending "digital postcards" without being able to protect the information, and instead use "digital registered letters" where each user is identified and where they together can communicate securely and transfer information between each other?

Basically, it's pretty simple. We need to be able to protect the information all the way between the sender and the recipient. This is done through encryption and ensures that no third party can read or otherwise access the information. But we also need to be able to identify the users of the service. So in order to register for Mailplus, each person needs to verify himself to the service. This is done via an approved e-ID. The same e-ID then needs to be used when the user sends an e-mail message. In this way, we can ensure that the sender is the person it claims to be. The recipient must at the same time be logged in to be able to access the information which ensures that the correct recipient also takes part of the message.
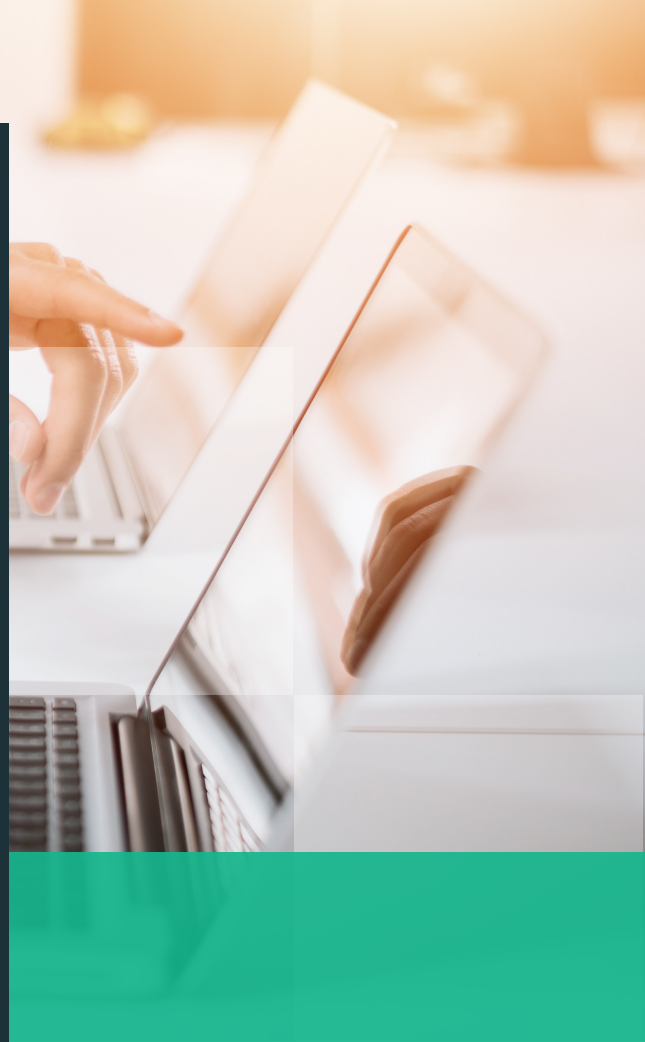
EXAMPLE

A faster and more efficient healthcare process with **Mailplus**

Fax and letters can to some extent solve the problem with the fact that the information must be protected during transport, but at the same time other challenges are created with long lead times, high costs for handling physical paper, letters and postage, as well as inadequate trace-ability about what happened after the sender sent the information to the recipient.

An example can be a referral process between two hospitals with different healthcare systems. Reportedly the time to complete the process takes between 3 and 15 days without any traceability for the sender regarding what has happened to the information once it has arrived. If the referral also lacks important information, doctors may be forced to redo the same procedure once again.

Another problem when hospitals using faxes is that the patient's integrity is difficult to protect. Personal information is very often open in a fax machine and it´s difficult to ensure who actually takes part of the information. Likewise, the examples are many where the sender managed to send the information to the wrong fax machine and where sensitive information ended up with the completely wrong recipient.

However, with Mailplus we can send information between identified users and groups, create traceability when the recipient has received the information and contribute to a more efficient healthcare process. Regardless of the healthcare system, doctors can communicate digitally with each other while the waiting time for the patients is drastically reduced.

Mailplus
for Outlook Office 365

Emails protected with strong encryption

Only identified users behind the email addresses

See when the recipients have opened and signed information

Secure digital communication

Mailplus is an add-in to Outlook for Office 365. By installing this add-in, Outlook gets features that not only allow the information to be protected by strong encryption, the Add-in also secure the sender and recipient behind the e-mail addresses through e-ID identification.

This way, we create the conditions to be able to send person-sensitive and also other secret information digitally in **a more cost-effective and safer way** than what is currently offered via letters, fax and other traditional e-mail.

In addition, the sender can see when the recipient has opened and electronically signed the information which been received, which not only improves the transparency between different companies and authorities but also contributes to **faster and more efficient processes.**

How can I as a business user access the service - and how does it work?

In order to use Mailplus, your company first needs to be connected to a so-called Mailplus Server.

In connection with your company being registered, a validation of the company and its signatories is carried out. This procedure ensures that the company is valid and only after an approved registration it´s possible to invite users who needs to have access to the service within the organization.

When the users receive an invitation, they need to verify their identity and their e-mail address with an e-ID that is accepted by the service. It is also with this e-ID that users can then sign and encrypt their e-mail, as well log in to Mailplus when a secure message has been received.

In this way, companies can create a secure digital communication with other companies that use Mailplus.

Contact us at Meaplus or any of our partners and we will help you get started.

info@meaplus.com

Connect your company to a Mailplus Server

During registration a validation of the company and signatories is done

Company admin invites its users that will have access to the service

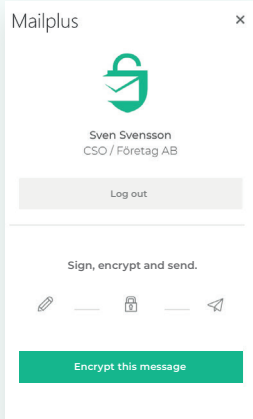Users verify their identity and email address

Now you can send and receive encrypted information with other companies using Mailplus!

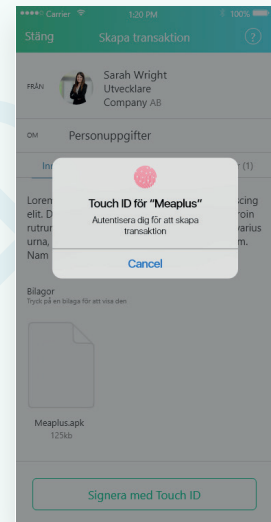# Mailplus for Outlook 365
How does it work

✈ Sender

Mailplus   ✕

Sven Svensson
CSO / Företag AB

Log out

Sign, encrypt and send.

✎   🔒   ✈

Encrypt this message

1. Encryption

Start the encryption process
with a simple press on the button

Stäng   Skapa transaktion   ?

FRÅN   Sarah Wright
Utvecklare
Company AB

OM   Personuppgifter

Touch ID för "Meaplus"
Autentisera dig för att skapa
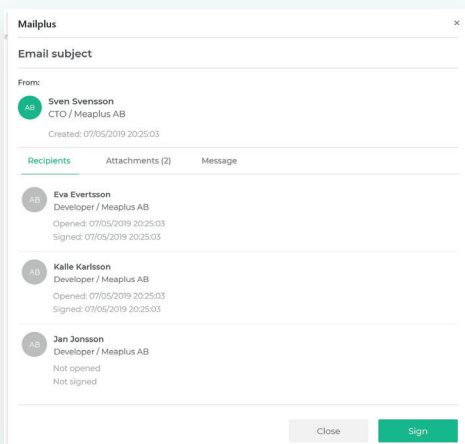transaktion

Cancel

Bilagor

Meaplus.apk
125kb

Signera med Touch ID

2. Sign

Sign the email using your e-ID
and encrypt the message

3. Send

The email is sent as an encrypted file

📬 Receiver

Mailplus   ✕

Email subject

From:

Sven Svensson
CTO / Meaplus AB
Created: 07/05/2019 20:25:03

Recipients   Attachments (2)   Message

Eva Evertsson
Developer / Meaplus AB
Opened: 07/05/2019 20:25:03
Signed: 07/05/2019 20:25:03

Kalle Karlsson
Developer / Meaplus AB
Opened: 07/05/2019 20:25:03
Signed: 07/05/2019 20:25:03

Jan Jonsson
Developer / Meaplus AB
Not opened
Not signed

Close   Sign

4. Activate

Verify yourself and activate
Mailplus with your e-ID

5. Read and Sign

Open the message via Mailplus
and if necessary, sign the information

mailplus