Mailock vs. Mimecast Secure Email: Fact Sheet

	mimecast	mailock
Encryption	AES-256	AES-256
Verification	None available.	Recipient verification with a choice of SMS, Q&A, email authentication, and Unipass authentication.
Message recall	Choice of preset message expiration, or manual message recall if the email has not been opened.	User-level email recall, available even when a message has been opened.
Free read-and-reply	Once logged in, a recipient can read and reply to an originating company.	Recipients can read without registering and can create an account to reply.
Read receipts	Read receipts available upon request.	Automatic read receipts and a full audit trail, detailing time opened, whether the attachment has been accessed, and recall status.
Integrations	Messages can be sent using Outlook, the Mimecast Personal Portal, or via the Mimecast mobile application.	Messages can be sent using Outlook or the Mailock secure web portal.
Branding	Users can customise the logo, colour scheme and name of secure emails.	Users can customise the name, logo and text of the recipient journey and notification emails.
Customer support	Free and paid support options available, rated 4.3 on Capterra.	Free support available, rated 4.8 on Capterra.
Pricing	Free licence available, with paid plans starting at £3.75 per user per month.	Free licence available, with paid plans starting at £9.30 per user per month (volume -based pricing available).

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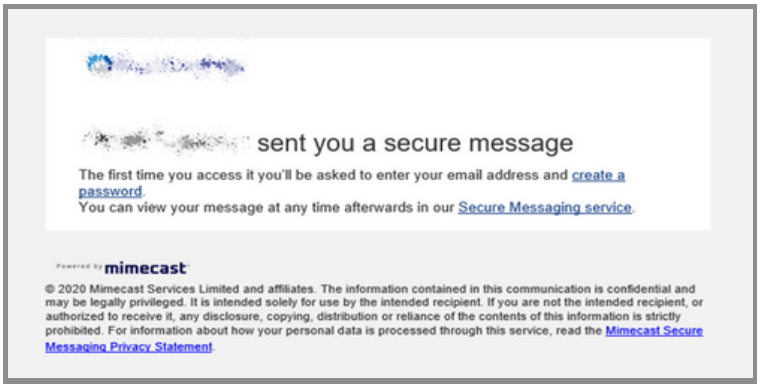
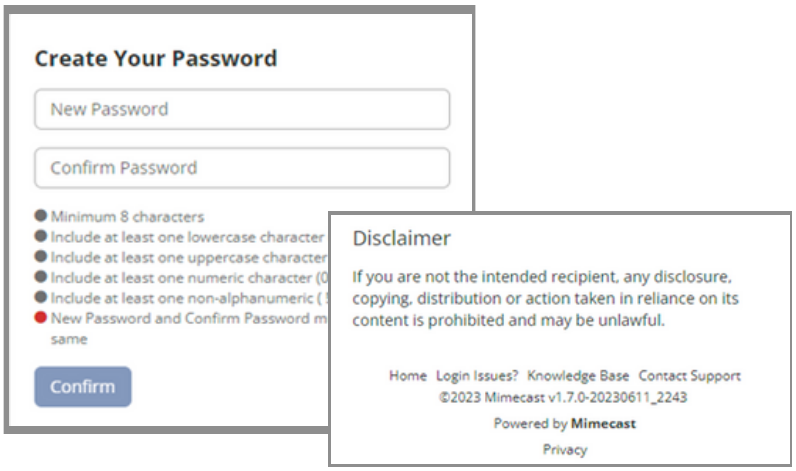
Mimecast Recipient Experience

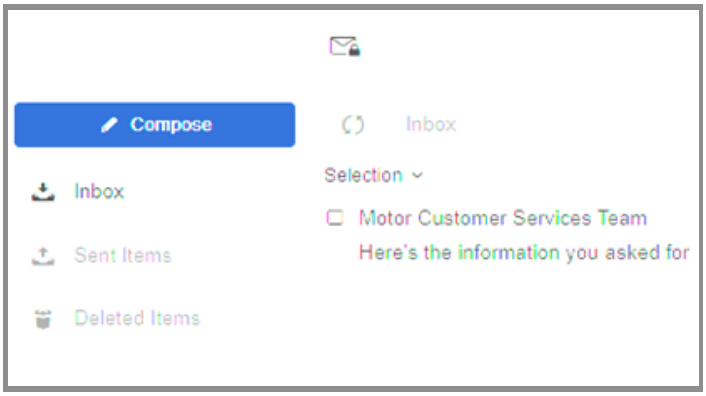


1. User receives secure email notification in their inbox.



2. Recipient is required to create an account to view secure message.

Note: While a disclaimer has been provided to deter unintended recipients, there are no steps taken (such as recipient authentication) to determine the reader's identity. The ICO warns that encryption only provides protection when an email is sent to the correct recipient.



3. Recipient logs in to secure portal where they can access their message.

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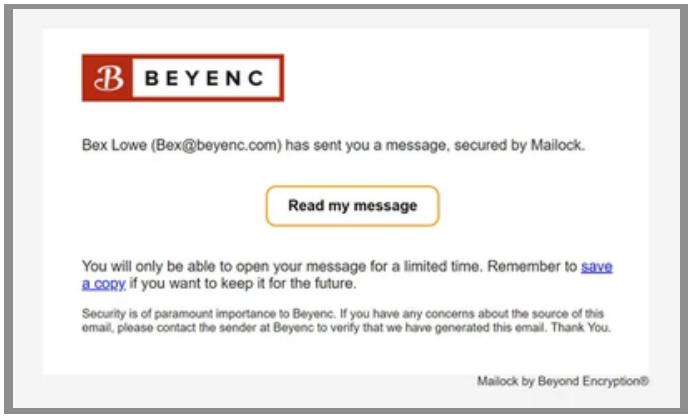
Mailock Recipient Experience



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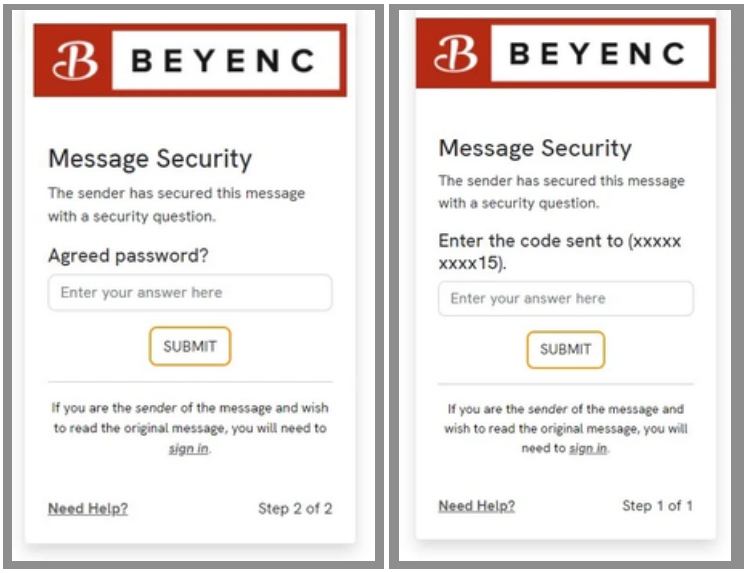
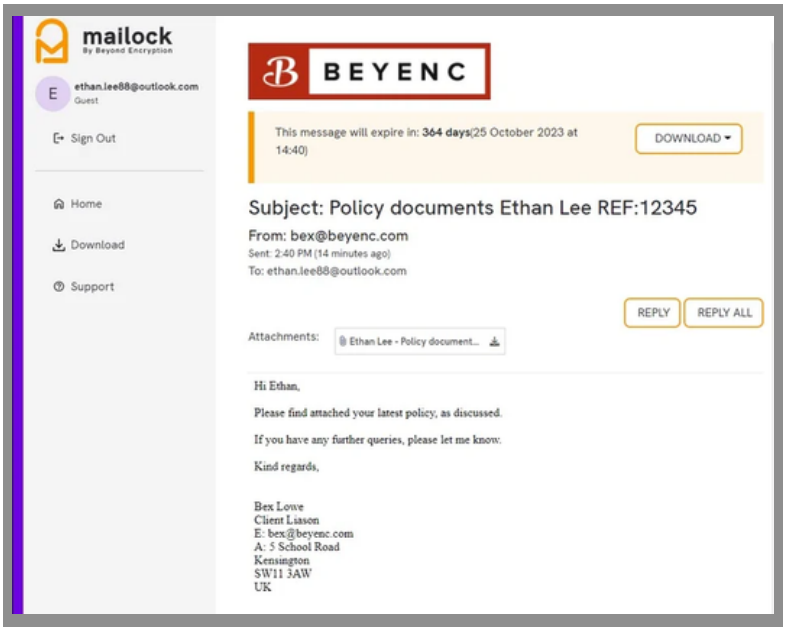


2. Recipient must pass a pre-determined authentication challenge to prove their identity and access message contents. This challenge can be in the form of a Q&A or SMS code. Or, if the recipient works within FS, they can use their Unipass Identity to verify themselves.



3. After successfully completing the challenge, recipients gain access to their secure message. If they need to reply, they can create a new account or log-in to an existing one.

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