What are our email services?

Email is the backbone of academic communication, having replaced the written letter years ago. Some staff are happy with a Cambridge email address while others prefer one that identifies their department or college.

You do not need your own email server to have your own institutional email addresses. We can run them for you.

Our email services are mature and have many features that cater for a wide variety of technical requirements. We offer central checking of incoming email for viruses and spam. We can also assist with accounts for you to share with your secretaries, or mailing lists for larger scale communication (e.g. with your entire institution).

We provide a simple user interface and deal with the technical complexities and implementation details behind the scenes.

Services

- **Hermes** – a central system, available 24 hours a day, seven days a week, to write, read and store your email, with full off-site replication of all data and services. We currently support 44,000+ email accounts.

- **Managed Mail Domains** – if you prefer not to run your own mail server but still want your own mail domain we can run it for you. We currently manage 289 domains.

- **Hubbing** – if you choose to run your own mail server we can provide an anti-virus and anti-spam shield for it to sit behind. We currently hub for 316 domains, managed and independent.

- **Mailing Lists** – we can take care of the technical complexities of running a mailing list. This works well in conjunction with a managed mail domain but can also work completely independently. Our largest list has over 10,000 addresses on it.

- **@cam redirection** – we can store email for your Cambridge address in Cambridge or forward it to an arbitrary address elsewhere in the world.

- **Contact addresses** – we reply to your incoming email after you have left, passing on your choice of contact address

You've got mail.

Email via wireless on mobile devices.

You've got mail.

http://www.ucs.cam.ac.uk/email
Managing email

The UCS runs over two dozen servers spread over two locations to accept, process and store your email – incoming, purely internal and outgoing.

All user data is continuously replicated to an off-site standby system. Every night a backup is taken to disc and to tape.

We check our defences against viruses and spam for updates more than once per hour.

Email is a field where there are many hidden pitfalls. In addition to our hardware and software systems we have dedicated email staff with extensive experience of mail technology to fix any problems.

Charging

All these services are free.

Further Information

Email: mail-support@ucs.cam.ac.uk
Web: www.ucs.cam.ac.uk/email
University Search: mail

A small fraction of the total Hermes storage.

Managed services for institutions

Calendar – Google calendar with Raven authentication and calendars of University dates
Desktop – central filestore, managed print, application delivery, personal and group web pages
Directory – web- and email-based online directory with delegated management of content
Email – spam and virus filtering, managed mail domains, institutional mailing lists
Hosting – networked rackspace in a secure environment with redundant power, cooling, fire suppression
Consultancy and support – reviews and strategic advice, recruitment, induction and appraisal of staff, institution support service
Network – end-to-end network connectivity: IPv4, IPv6 or raw fibre, installation services, wireless, DNS
Search – institutional control of quicklinks and filtered searches, for web and directory searching
Telephony – VoIP telephony with institutional call-logging and billing access
Training Facilities – training booking system for any course provider, bookable facilities, customised training courses
Video – recording, encoding, storing and streaming institutional video content
Videoconferencing – fully equipped central facility, equipment hire, consultancy on institutional facilities
Web – hosted web servers, Wikis and content management system

General contact for managed services: UCS Institution Liaison office
Phone: 34720/48477
Email: institution-liaison@ucs.cam.ac.uk
Web: http://www.ucs.cam.ac.uk/linkpages/managed

http://www.ucs.cam.ac.uk/email