



Introduction

Our core product is XGenPlus. It is an email and calendar server plus much more. Think about it like your most favorite email server but with very advance features. In addition to email and calendar, it provides document storage and viewing, instant messaging, and simplified administrative controls - all in all an award winning webmail user interface built with the latest AJAX web technology. XGenPlus also provides high level of security to ensure your emails are sent and stored away from spying eyes.

To put E-Mails a fast-paced conduct for users to practice, our team has integrated features that offers complete control over the email communication and response management system. **XGenPlus** is a total e-mail management and relationship solution that has been designed especially to cater to the needs of the organization; whether you are a SME, Email Service Provider, Large business house, PSU or Govt. department. **XGenPlus** adds new dimensions to internal communication and brings a whole new meaning to responding to customers / colleagues by sharing of information and pooling resources.

Purpose

XGENPLUS has been designed to make email usage pleasant and yet have robust business outlook. It is also designed to make a customer central to it. Along with the normal email usage, it has got many advanced features which add extreme value to users. In the nutshell, XGenPlus radically enhances user's productivity & saves user time without compromising the security & privacy. XGenPlus' remarkable features like Personalized Group Mail, Support Management System, Rights Management, Virtual Storage, Chat, Secure folders, Picture Gallery, Digital Signature, Scheduling tasks and Reminders, Sending SMS and FAX through mail etc. make it stand apart from other contemporary email products. XGENPLUS is a product of extensive research and challenge and it contains every feature that one can ever wish for in their email.

XGenPlus not only offers the ready to use advanced features but also provides the flexibility to built new features quickly as per the organization needs and integrate with them seamlessly.

Almost Every organization has access to basic email or a standard email server, but fewer have shared calendars, Contacts, Emails, Group Email and SMS etc. That’s a serious loss of potential productivity- and often legacy platforms contribute to this imbalance by presenting complexity and financial obstacles relegating most organizations to limited functionality.

Next-generation email and collaboration platforms like XGenPlus offer solutions to these and many other common pain points by providing innovative features for end-users and IT administrators at lower total cost-of-ownership (TCO).

Product Technology Prospective



- It is a Java based program and provides a web based graphical user and admin interface with CLI. It will run only on Internet Explorer 8.0 or above, and is compatible with **Google Chrome, Safari and Firefox**
- Latest web 2.0 technologies (AJAX,J2EE) have been used to build the entire architecture
- It uses latest Database (postgresql) as a message store enabling all the power of database engine to be used. Replication, High Availability and Load Balancing are some of the features available and used as per the organization scenario
- It has integrated HTTP, POP3, IMAP4, SMTP, XMPP, iTip, SMPP protocol support along with API to access through SOAP
- XGenPlus provides FAX and SMS gateways integrated with it
- It has PGP Engine integrated in Webmail to offer public/private key management to offer Signing and Encryption of emails

Expected End-User Experience

Delivering a powerful and more flexible web-based experience is a major component of XGenPlus server. Traditionally, email has largely been a client-focused experience on a single desktop (which is fine for some users) but can limit productivity (fewer features, no anywhere-access, no cross-platform availability) for many users who are looking for much more than just emails. Our AJAX web experience liberates end-users by providing the best of features in best of both worlds (looks like a client but works on the web).



Work Anywhere: AJAX WEB EXPERIENCE WORKS ON ANY COMPUTER;
EMAIL AND FILES TRAVEL WITH YOU



Be more efficient: LARGE INBOXES ARE EASY TO MANAGE WITH FOLDERS,
SHORTCUTS, CONVERSATION (INTERACTION) VIEWS, AND ADVANCE
SEARCH



It's All-in-One: EMAIL, PERSONALIZED GROUP MAIL, CALENDAR,
DOCUMENTS STORAGE, CONTACTS, SUPPORT MANAGEMENT SYSTEM,
RIGHTS MANAGEMENT AND INSTANT MESSAGING



Your client, your choice: SYNCs WITH OUTLOOK, THUNDERBIRD AND ANY
OTHER STANDARDS BASED CLIENTS THAT SUPPORT POP/IMAP

Expected Administrator’s Ease of Management and Maintenance:

XGenPlus provides administrators ease-of-maintenance plus maximum configuration flexibility to reduce total cost-of-ownership. Web based AJAX Admin Console simplifies end-to-end user/domain management and delegates domain or accounting specific tasks to separate admin roles.



RELIABLE

Migration Options, clustering, full backup and restore, extensive command line interface (CLI) for Logs and AJAX enabled Admin Console give more security and span-of-control.



COST EFFECTIVE

Web scalability, hierarchical storage management and single attachment store allows for economical deployment.



OPEN AND EXTENSIBLE

APIs to access XGenPlus Functionality and integrate with other enterprise applications via SOAP; standards-based data formats and message storage means no lock-in.



WORKS WITH EXISTING INFRASTRUCTURE

Integrates with Microsoft Outlook, for split deployments or active user’s migrations as you go.



CHOOSE ON-SITE OR HOSTED DEPLOYMENT

XGenPlus has rebranding support and flexible class-of-functionality. It can be run on-premises or hosted (we have hosted email partners who can manage your deployment).



Quick Reference Guide to some of the Specific Section / Features








Features	Page	Feature	Page
Space / Login / Calendar / Scheduling / Reminders and Clock Information.	6	Download All Attachment and View all Images in One Click.	8
Folders / Personal Folders / Virtual Storage and Pre Defined Categories of Emails.	9	Instant Messaging / Chat to communicate with organization users and with Gmail and other email user.	10
Search Emails with From, To, Size, Attachment Name, Type and text in Attachment with Data range parameters, Instant Search	10	Compose Email/SMS or Group Email (personalized) with Schedule Delivery for future date, Signing, Encryption, Delivery report, Read Receipt, Auto save, vCard and Multiple Files attachment capability.	11
Send Personalized Group Mails for e-Marketing	12	Recipient of your email can be controlled, if he can Delete/Reply/Forward or print your sent email using RIGHTS Management.	12
Send Secured Hidden Attachments	13	Contacts, Group Contacts, Address Validation, Public Key Integration, Import and Export Facility	13
Personalize your Sender Name, Mail List View, Color Theme, Signature, Vacation Reply etc.	14	Set Rules to auto block or move to folder, Advance Forwarding, Block Email Address and Domains etc.	14
Encryption and Signing using PGP. A public-private key cryptography system offer secured transmission and storage on server.	15	Anti Phishing, Anti Spam and Anti Virus.	8, 15
Add Signature, CompanySignature: User can add his signature and Company logo logo, Vacation Reply and Change Password.	16	Calendar and meeting management along with sharing of calendar integrated with SMS so that meeting reminders may be sent via SMS along with Email and Popup. Get response of attendee whether he will be able to attend the meeting or not along with following more features.	16
AIR for Support/Helpdesk/BPO Management	17		

Webmail Interface Features:


Home: Home page is the page where you start. We recommend that you spend moment on the home since it gives you vital information at a glance.

- **Space Information:** Gives information of:
 - Allotted Space Capacity
 - Space Utilized
 - Remaining Space including Trash
 - And a graphical display of space utilization in percentage
 - **Login Information:** Gives information of:
 - Last log in IP
 - Last log in Date
 - Current IP Address
 - **Last Unsuccessful Login IP and** Last 10 login IP details.
 - **Reset:** It resets last unsuccessful Login IP and Last 10 login IP details.
1. **Scheduling Reminders:** User can set reminders as Pop-up, SMS or Mail so as to help in remembering important tasks. Reminders can be sent on selected date and time.
 2. **Calendar:** A utility calendar is displayed which shows past and future dates. The current date is shown as bold format. When the user clicks on any date, all the reminders scheduled for that particular date will be displayed. When the user clicks on any date and then on add task button, he can schedule the reminder for that date.
 3. **System Messages:** System Administrator can set any kind of messages or alerts if he wants to convey some message to all the users of a Domain or a particular user of the domain.
 4. **Account Status:** Show status information of different folders.

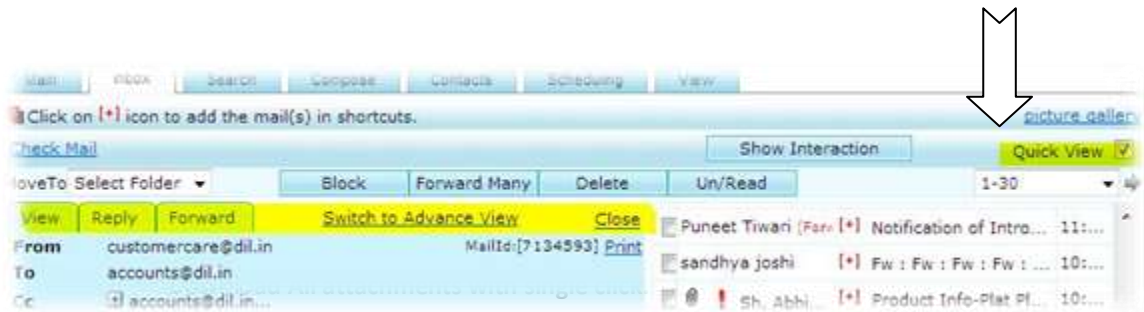
5. **Folders** : There are varied kind of folders, namely-

- a.  **Inbox**– Default folder for receiving emails.
- b.  **Sent**– Default folder for saving sent emails.
- c.  **Drafts**– Auto saves the emails during compose/reply/fwd every minute.
- d.  **Trash**– Default trash-can folder to move email when emails are deleted.
- e.  **Personal Folders**- All personal folders created by the user. User can enjoy this facility to create unlimited personal folders along with sub-folders in each folder.
- f.  **Secure folder**: Secured folder is protected by additional password and can be used to store sensitive correspondence. User can also store his confidential mails in this folder.
- g.  **Virtual Storage**: It can be used to store bulky files which could be difficult for the sender to transport by e-mail or for receiver to receive in their Inbox’s limited storage space. While using Virtual Storage, the receiver receives only the link for the file instead of the whole file thus, avoiding the overloading of inbox.



 Mail List View of all the folders – Folder list is in always in visible mode; you can click on any folder any time and view the emails of that folder instantly. Right click menu also works on the emails shown in the entire folder. Right click menu offers ‘Instant Reply/Fwd/Delete’ options without opening the emails.

a) Mail list view page also offers **Quick View** for going through the emails in a quickest possible manner. Just take your mouse over any email and you will be shown that email with an option to reply/fwd the email with/without attachment.



- b) Upon receiving an email with multiple attachments, you need not click on each attachment to download the file. Just click on **Download all Files** option, all the files will be automatically compressed and converted into a zip file and saved to your selected location. This feature not only helps you reduce your total download time for the multiple attachments but also saves precious internet bandwidth.




- c)  **View All attached images at once**

Upon receiving multiple images in your email, you need not download all the images one by one and then open to view them. XGenPlus has been embedded with Smart viewer which gets activated as soon as you click on **View All Images**. Clicking on **View All Images** shows a **picture album** window where you can view received images directly. This eliminates the need of downloading the images, thus, saving your precious time. You can also share that album with anyone you like without sending the images as attachments to them.

Note: Images shown in Image Gallery are compressed to show you a quick preview. You can always download the images to have the original copy of images.

- d) **Anti Phishing:** XGenPlus automatically detects the phishing links clicked by you while viewing an email. XGenPlus will automatically warn and notify you about it.

- e) **Anti Virus:** XGenPlus automatically cleans all the attachment received or sent from the known viruses and notifies the user accordingly.

- f)  **Virtual Storage** can be used to gain access to the stored files from any location for reference or use. The user can upload as many files in Virtual Storage as his mailbox size permits.




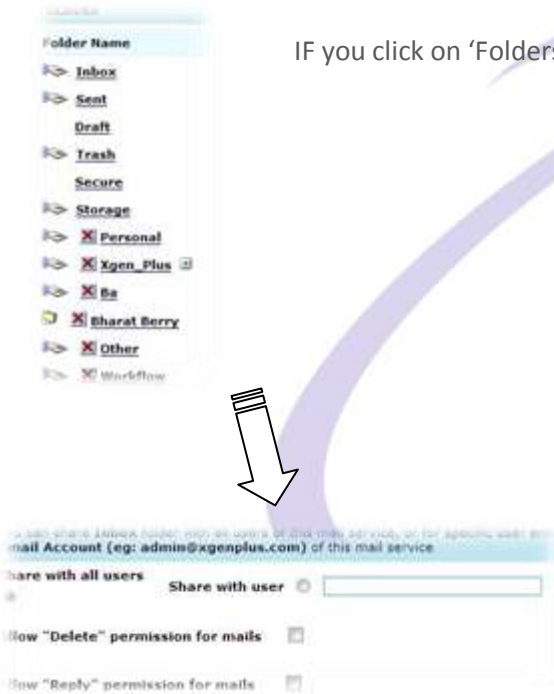
When clicked on ‘Send link’ button, a compose page gets created automatically and secured link to the file gets added into the email. Now the email is ready to be sent with the links from Virtual Storage.



6. Share Folders :

IF you click on ‘Folders’ link on top, you will find the following features:

- List of folders including standard folders and your personal folders
- Sharing of folder: Click on  symbol and you will be given the option to share the specific folder with specific user or all the users on that domain
- You can find out total space consumed by that folder out of your entire space allocated
- You can find out how much space has been consumed by virtual storage
- You can un-share the folder shared with you if you don't want it to be listed in your folders list
- You can delete the folders or create new folders of your choice



7. Category:

Category shows the list of following folders:

- a. All New mails: It lists all new mails in your inbox, no matter in whichever folder they are.
- b. Read Mails: It lists all mails which have been read, no matter in whichever folder they are.
- c. Forwarded: It lists all those mails which have been received as forwards.



- d. Replied Mails: It lists all those mails which have been received as a reply.
- e. High Priority It lists all those mails which have been received as high priority mail.
- f. Today’s Mail
- g. Yesterday’s Mail
- h. Scheduled Mail: It lists all those mails which have been scheduled to be sent on later dates.
- i. Reply Awaited: It lists all those mails for which mails have been sent and the receiver has to reply back.
- j. SMS: It lists all SMS sent from XGenPlus interface.
- k. FAX: It lists all FAX sent from XGenPlus interface.
- l. Attachment: It lists all those mails which have been received with one or more attachments
- m. Quarantine Mail: It lists all those emails received from unknown senders
- n. Picture Gallery: It shows the picture album created automatically out of the images received in your emails. The pictures are automatically grouped by sender Id and date.

General Constraints-

Users are expected to have a general familiarity with web browsers and Internet.

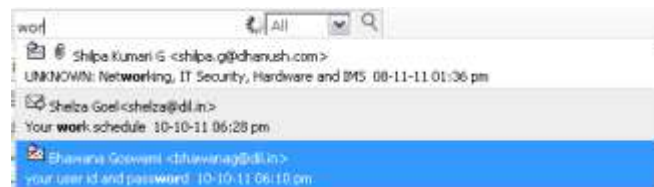
- 8. **Instant Messaging / Chat:** Users are automatically allowed to chat with organization users while they are online. With integration of XMPP Protocol, now users can communication with Gmail, Facebook and other email users supporting XMPP Protocol.
- 9. **Search:** Prevailing search option gives the power to amplify the search. One can:
 - a. Look in All folders or specify any particular folder.
 - b. Search messages by :-

- From
- Subject
- Message
- To

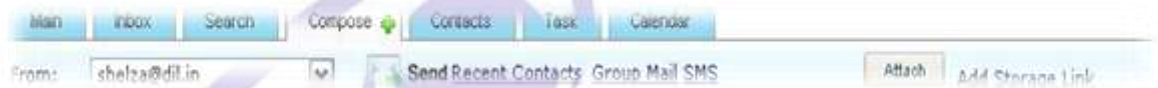


- Attachment Name – search on the basis of attached file name in email
- Attachment Type – search on the basis of attachment type attached in email
- Email Size – search on the basis of email size
- Email ID – Just put the unique number of the email and search
- Search in Attachments – XGenPlus can search keywords within attachments attached into emails.

User can also restrict his search according to date range. Additionally, XGenPlus offers **Instant Search** to save your time. Use Instant Search to obtain results within milliseconds and navigate to the searched email on a single click.

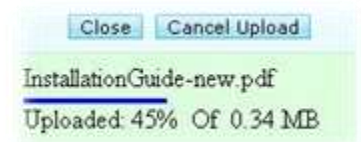


10. **COMPOSE:** Compose page provides following different facilities:-



Send Mail: It facilitates one to:

- Send mails
- Design a desired format by using rich text/HTML with emotions
- Send mail to multiple recipients by separating email Ids with commas
- Send Personalized Group Mails and track them
- Send mail to more than one person either by carbon copy “Cc” or by blind carbon copy “Bcc”
- Quick address book for easy loading
- Add/Delete the attachments. Now it supports **multiple files** attachments with progress indicator, virus scanning and option to cancel the attachment in between the progress
- Save a copy of composed mail as draft
- Send the same mail on different dates by scheduling them
- Add up to 9 reminders for the mail
- XGenPlus’ intellisense is capable of sensing the missing attachment and shows you alert message whenever you have forgotten to attach the attachment



a) Personalized Group Mails/Track-able Bulk Management System (TBMS):

You can send Personalized Group Mails for e-marketing, announcements or New Year wishes to thousands of customers and can even track the mail.



- Send Personalized Group Mail along with 'unsubscribe' option link in the email
- Get Delivery Report for the bulk Mail
- Track the Group mail based on IP and domain
- Search for the delivery status of any single email ID
- Get Graphical representation of Delivered, Bounced and pending email counts
- Get details of Delivered, Read, Replied & Unsubscribed emails
- Get details of pending & bounced emails along with reason



- b) Rights Management:** If you see the 'User Rights' section enabled in Advanced options of Compose page, it means you are allowed to use right management by the administrator. You can set User Rights for your email in other user's mailbox as well.

While sending an email to any of your colleagues in the organization, you can set the rights blocking the recipient from Deleting/Forwarding/Replying or printing this email. You can reset these rights anytime from the sent mail.

- c) Send SMS:** From XGenPlus, you can send SMS to any mobile in India. It has following features:

- Messages up to 120 characters can be sent
- Schedule the delivery of SMS message for future date & time
- Save a copy to Sent folder of the email account
- Set rule to send SMS alert on your mobile upon receiving a specific email
- Set quota/capability for each user/domain for number of SMS
- Set alert to get SMS quota limit used

- Task scheduler alert via SMS
- View SMS folder to see all SMS sent by the user

Note: SMS/FAX Options is visible to user only if it is allowed by Domain Administrator and compatible SMS/FAX gateway has been integrated.

d) Secured Hidden Attachment: Maintain the security and secrecy of your confidential data by sending Secured Hidden Attachments. Conceal your information/file inside a seemingly harmless digital picture. Allow the information/file to be decoded with the help of a secured password.

Send embedded messages, and use password to reveal the embedded attachment. Ensure double protection of your data by concealing it and then protecting it with a secured password.



11.  **CONTACTS:** Contacts page is segregated into two parts:-



a. **Add Groups:** User can create unlimited groups and then add different contacts to each group. There is one default group known as the General Group.

b. **Add Contacts:** Used to add the e-mail addresses and other details of user’s friends & acquaintances. User can save various contacts to the groups. With ‘Move To’ or ‘Copy To’ option, user can move/copy one or more contacts to different groups. User can edit the contact by clicking on the Contact’s name.

Validate Email Address: User can click on ‘✓’ symbol to validate each email id available in that group. XGenPlus contacts the respective email server

instantly and verifies whether the email server is receiving the emails for that particular contact or not and shows the response given by that server.

12.  **FILTERS:** Filters page comprises of two parts:-


- a. **Block:** User can block any e-mail address or the whole domain in order to stop incoming mails from that particular e-mail address or domain.
- b. **Rules:** User has the privilege to set some actions according to his choice for incoming mails. User can set up to 20 rules and can re-direct the incoming mails directly to any specific folder.
- c. **Advanced Forwarding:** User can set auto-forward rules to move the emails to other account with/without storing the emails in his/her account. User has the option to even change 'From Id' for the next recipient so that he/she can see the email as per your choice.



The screenshot shows the 'ADVANCED FORWARDING' configuration page. It includes a 'Rule' dropdown menu set to 'From contains', a text input field for the rule criteria, and a 'Forward To' text input field. Below these are two radio buttons: 'Use Original Mail-From Id' (selected) and 'Use My Id in Mail-From Id'. There are also two checkboxes: 'Do Not Forward Mail If Size is greater than' (checked) with a '10 KB' dropdown, and 'Do Not Forward Mail If Attachment File Type' (unchecked) with a text input field containing '(Eg: exe, jpg)'. A 'Set Forward Rule' button is located at the bottom.

13.  **SETTINGS:** Settings page is segregated into following parts:-

- a. **Personal Details:** Gives the option to set or update personal details of the user like Name and Date of birth.
- b. **Change Password:** User can change the password of the following-
 - E-Mail Account
 - Secure folder
- c. **Default Settings:** These are values set by default by domain admin but can be changed by user as per his choice. The setting includes
 - a) Default folder to save sent email
 - b) Auto-search domain users on the basis of First name, last name, email etc
 - c) Set Delivery Report, Reply Awaited, Read Receipt for all emails by default

- d) Search email Ids in Global address book or admin address book
 - e) No. of emails per page to be displayed
 - f) Display name to be displayed while sending out emails
 - g) Set number/display name for sending SMS
 - h) Option of adding signature to all outgoing messages
 - i) Option of allowing multiple login
 - j) Upon deleting an email, move deleted email to trash or mark it as delete
 - k) Option to view Concealed Box
 - l) Option to view Confirmation Box
 - m) Set default font and font size for composed emails
 - n) Show Chat window
- d. **Security:** User can set hint question & answer and alternate email address. In case user forgets his password, he/she can use this information to retrieve his/her password.
- e.  **Addresses:** User can save or update personal details of home and office in this section.
- f. **Antispam:** User can set his/her antispam rules on the basis of the address book and use the features to block email if the email is coming from unknown person etc.



> Antispam

- Receive mail from everybody
- Receive email from my address book
- Move to Quarantine folder if the sender is not in my address book

- g. **Encryption / PGP** – PGP stands for Pretty Good Privacy. XGenPlus uses a public-private key cryptography system to easily integrate the use of encryption in users tasks, such as electronic mail protection and authentication, and protecting files stored on a email server.



Key Management :

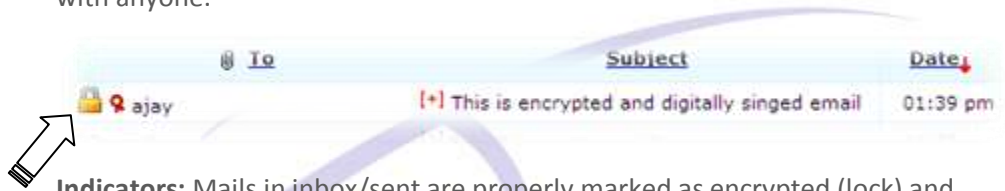
[Generate](#) [Upload](#) [Download](#) [Delete](#) [About](#) Enable : Mail Encryption Digital Signature

User is allowed to create his key pair through 'Generate' option and by putting his passphrase. A key pair is generated and public key of the user is made available to the entire email user base of the organization. Instantly after creation of the key pair, user can send encrypted emails to other users

in the organization. Encryption ensure that after sending an encrypted email, the email is stored in encrypted format in user's sent folder as well as recipient's inbox and is not readable by any other human being or by any other means without using public/private key and passphrase.

User can also now digitally sign all emails and ensure that emails are not modified/alterd on the way after sending it up to the destination and verifiable by the recipient.

Warning: User must remember his passphrase and keep his/her private key safe. Without this, user will not be able to decrypt the encrypted emails received/sent by him. User is also suggested not to share the passphrase with anyone.



Indicators: Mails in inbox/sent are properly marked as encrypted (lock) and signed (ribbon) as shown in the above image.

Note: XGenPlus does not store user's passphrase anywhere and hence our support system can't give it back to you. If you forget the key, all the emails encrypted using the matching key will not readable by any means and you will have to generate the new key for yourself.

- h. **Signature:** User can add his signature and Company logo. This signature will be automatically added to every outgoing mail sent by the user.
- i. **Vacation Mail:** User can set auto reply message within a date range and a message in HTML Format. After setting vacation mail, any new email received by user will be automatically replied to with auto reply message set by the user.
- j. **Import Mails:** User can import his mails from Yahoo, hotmail, AOL or any other webmail or POP3 accounts.

14. **Calendar and Meetings:** XGenPlus Offers full-fledged Calendar functionality with appointment and meeting management along with sharing of calendar. It also integrates SMS so that meeting reminders can be sent via SMS along with Email and Pop-ups. It has got iTip protocol integration and is also capable of receiving attendee's reply to user's invitation informing whether attendee will 'Attend/Not Attend/May be Attend' the meeting. Other features have been listed below:

- a. Sharing of Calendar with users across the organization
 - b. Set Recurring Events for up to number of years
 - c. Resource allocation and booking (projector/car and conference room)
 - d. Resource Manager Configuration
 - e. Send Meeting Invitation to people via email and save invite in Sent folder automatically
 - f. Notify Attendees via SMS (optional)
15. **Support/Helpdesk System/Automated Inward Routing (AIR):** User can easily manage Customer Care/ Support/ BPO teams through XGenPlus AIR. Through AIR, user can have automated rules set to allow one email id of the organization being served by multiple agents with strict rules and responsibilities assigned to each agent automatically. AIR automatically takes care of load balancing and email tracking. AIR Admin can easily monitor performance of each agent through Admin reports. Other features of AIR are given below:
- Easy Support/Customer Care/ BPO Management System
 - Automated rules to allow multiple agents serve one single email ID of the organization
 - Work is assigned to agents automatically on Round-robin basis
 - View assignments, filter assignments based on date & status, assign them to other agents
 - Reply to the assignments using pre-defined templates
 - Add notes, tags to assignments, close/re-open the assignments
 - Get Admin report and monitor the performance of all agents



ID	Agent	Due	Status
101	Mail 1 (with Agents)	10:00 AM	Open
102	Mail 2 (with Agents)	10:00 AM	Open
103	Mail 3 (with Agents)	10:00 AM	Open

Unique Features of XGenPlus

▶ **Personalized Group Mail**

- Send personalized group mails to users
- Get delivery report for the bulk mail, Track bulk email based on IP and domain
- View graphical representation of delivered, bounced and pending count
- Get details of delivered, read, replied and unsubscribed emails
- Get details of pending and bounced emails along with reason

▶ **Support/Helpdesk Management System**

- Easy Support/Customer Care/BPO Management System
- Have automated rules in place to allow multiple people serve one email account of the organization, with responsibilities assigned to each agent automatically
- Get responses to your assignments smartly send to you without being passed on to other agents
- View assignments, filter assignments based on date & status, assign them to other agents
- Add notes, tags to assignments, close/re-open the assignments

▶ **Administration**

- Easily manage multiple domains and users through single web based admin panel
- Control space quota, SMS & fax quota, IP address range and other features for domains
- Implement corporate branding on XGen Plus by adding your company's logos, address and information page
- Set automated alert messages, welcome messages, notices etc. to be sent out without any manual intervention
- Send common message to all users across the domain through Shout Box
- Easily manage mailing lists for sending out emails to multiple recipients. Set automatic Subscribe/Unsubscribe url for mailing list
- Set services, limits for each user separately through XGen Plus admin console
- Get audit details, Incoming & outgoing mail details for each user separately

▶ **Communication**

- Enjoy secured in-built peer-to-peer Instant Messaging Chat
- Connect to your buddies on any social network including Google Talk & Facebook
- Enjoy Audio Conferencing
- Fax via E-Mail without Fax machine
- Message Filtering & Redirection to FAX/SMS
- Send SMS & Fax through XGen Plus' SMS & Fax gateways
- Set rule to get Email confirmation on SMS

▶ **Collaboration**

- Manage calendars, set meetings, book resources for meetings & send meeting invite to other resources
- Share calendars with other users and view other user's shared calendars
- Schedule tasks and set reminders for the tasks
- Share folders with other users across the domain

▶ **Security**

- Monitoring of emails of any user
- Powerful Virus protection
- IP based Security with last Login IP, Date & Time and Intruder detection
- Block SPAM and mails from undesired Domains along with rules

▶ **Interaction and Sharing Emails**

- Keeps record of interaction for every message
- List of New Mails, Read Mails, Yesterdays mail, Today's mails, Replied mails, Forwarded mails, High Priority mails, mails which have Attachments, Reply Awaited mails
- Forward Multiple emails as one single email
- Quick Access to Compose / Reply and Reply all

▶ **Flexible Storage Plan**

- Define your desired storage plan
- Store your emails on local hard disk, RAID, SAN/NAS, tape or database
- Change storage plan as and when required
- Get all emails efficiently without worrying about changed storage plans

▶ **Performance Improvement on POP**

- Get relatively faster emails on POP email account from XGenPlus
- Get 26 emails per second speed on outlook express
- Get 28 emails per second speed on Thunderbird

Some of the features where our competition has no reply:

Personalized Group Mails (e-Marketing/Campaign Management):

Send PERSONALIZED Group mail for e-marketing, new product details, announcements or New Year wishes to thousands of customers and that too with the 'unsubscribe' option for user to opt out of such group mails. Get detailed delivery report including Delivered, Read, Replied and unsubscribed counts. Get Pending & Bounced counts along with reason. Get all this and much more with XGenPlus' new module TBMS.

Support/Helpdesk Management Tool:

Now you can easily manage your Customer Care/ Support/ BPO teams through XGenPlus AIR. Through XGenPlus' new module AIR, have automated rules set to allow one email ID of the organization being served by multiple agents with strict rules and responsibilities assigned to each agent automatically. Let AIR take care of load balancing and email tracking. Monitor performance of each agent through Admin reports. Manage all this and much more and that too without any extra ticketing system.

Send Email from different Sender ID:

Cater to your different responsibilities through single email account using XGenPlus. Just add verified 'Sender ID' and signature for different email accounts to one email account and use same account to send emails FROM different email IDs or identity.

Share Folder:


Click on  near the folder name under folder section and you will be given an option to share the folder with any of your colleagues in the organization. You can share the folder with one colleague or with the entire organization. You even have an option to give him/her 'Reply', 'Forward' or 'Delete' rights and you can un-share the folder as and when required. Once shared, your colleague can see the shared folder in his folders list and he/she can see the emails and perform the actions based on the rights given by you. Also, Email notification is automatically sent upon sharing/un-sharing any folder.

Image Compression:

XGenPlus now enables the user to compress the image ON THE FLY up to 25% of the original size without the need of any additional compression software and without compromising the quality of the image. This allows you to send more attachments in the given space.

Schedule Email/Fax/SMS for future delivery date and time:

While composing Email/Fax/SMS, you can schedule the message to be sent at a later stage on desired date and time. This facility can be used for time-specific compliances or for sending Birthday/Anniversary wishes or meeting reminders to yourself or your colleagues.

Virtual Storage:

Send large sized attachments intelligently by using Virtual Storage. Store large attachments in Virtual Storage & send their links in place of large attachments. Remove Space issue and reduce server load.

Picture Gallery:

Click on picture gallery button from Inbox/Sent folder email list page and you will be presented with the Picture album automatically created out of the images received by you. The pictures are automatically grouped by sender's Email address and date.

Smart Send:

Get sea of features like setting Email Priority, Encryption, Adding Digital Signature, Executing Rights Management, Delivery report, Read Receipt, Reply Awaited, Sending Scheduled Email or Attaching Events through Smart Send option in new look of Compose.

Auditable Emails:

Every email user receives or sends is automatically given a unique number attached to the email headers. This unique number always stays with the email, whether you forward the email or take its printout. Emails can also be easily searched through this unique number using XGenPlus' direct searching capability. This unique number makes emails completely auditable and authenticable.

While there are many excellent reasons to choose XGenPlus, these **15 reasons** top the list.

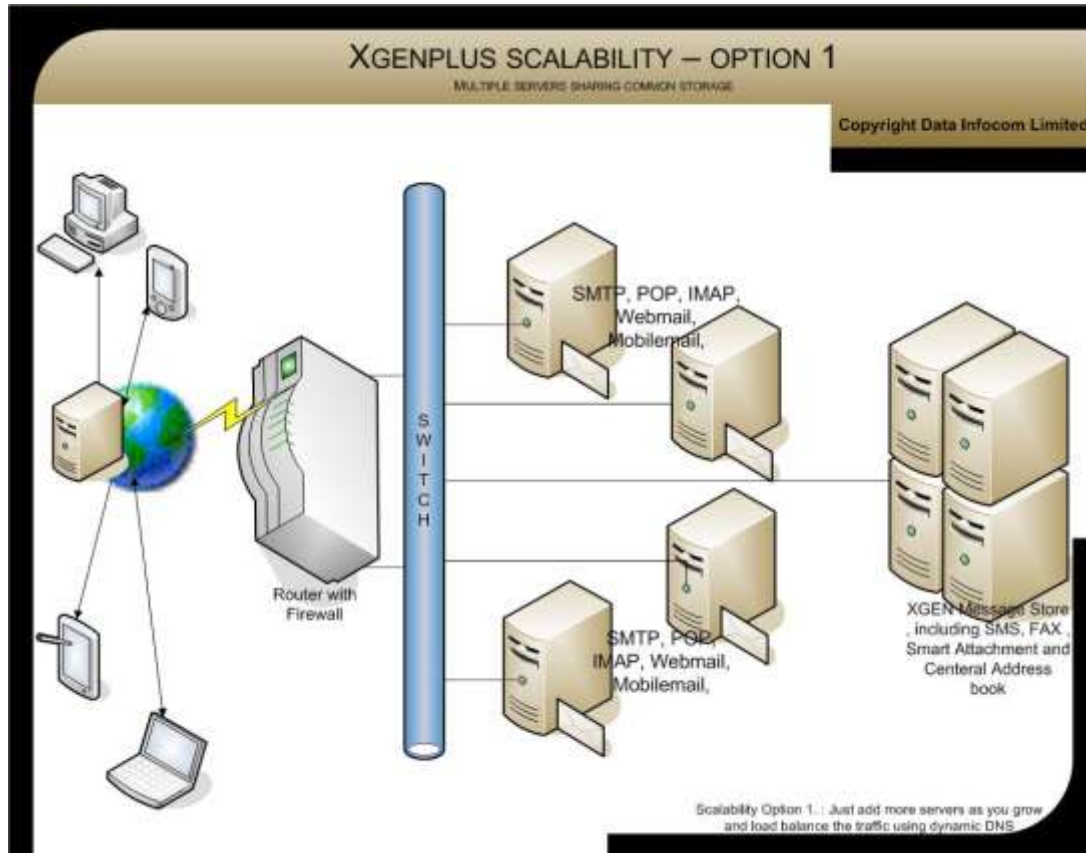
<p>1</p>	<p>Personalized Group Mail: Send PERSONALIZED Group mail for e-marketing, new product details, announcements or New Year wishes to thousands of customers and that too with the ‘unsubscribe’ option for user to opt out of such group mails. Get detailed delivery report including Delivered, Read, Replied and unsubscribed counts. Get Pending & Bounced counts along with reason. Get all this and much more with XGenPlus’ new module TBMS.</p>
<p>2</p>	<p>Support/Helpdesk Management Tool: Easily manage your Customer Care/ Support/ BPO teams through XGenPlus AIR. Through AIR, have automated rules set to allow one email id of the organization being served by multiple agents with strict rules and responsibilities assigned to each agent automatically. Let AIR take care of load balancing and email tracking. Monitor performance of each agent through Admin reports. Manage all this and much more and that too without any extra ticketing system.</p>
<p>3</p>	<p>Boost your defenses with XGenPlus Integration with Spamjadoo: XGenPlus raises the bar in the anti-spam war. The latest XGenPlus integration with patented technology of antispam incorporates checks against phishing scams and domain spoofing tactics. The server also gives protection from Directory Harvest Attacks and uses latest technologies like SPF, DNSBL to remove unwanted traffic.</p>
<p>4</p>	<p>Get your e-mail faster when on the go: Additional data compression through GZIP reduces synchronization bandwidth and latency giving you a faster experience when sending and receiving messages over mobile devices.</p>
<p>5</p>	<p>Larger mailboxes with raised storage limit: XGenPlus can now accommodate your users’ demands for larger mailboxes. In version 12, storage limits have for each user has been tested up to 10 GB.</p>
<p>6</p>	<p>Improved POP & SMTP Performance: POP and SMTP Performance has been improved and tested up to 20000 emails per minute on pop server and 2000 emails per minutes on SMTP server on a Single XEON CPU with 1 GB RAM. This gives the more load handling capacity to the organization on single server.</p> <p>XGenPlus Webmail has been tested and runs smoothly on Safari (mac), Internet Explorer, Opera and Firefox. Ajax has been used at appropriate functions while creating the webmail, making the interface much faster and making it web 2.0 ready.</p>
<p>7</p>	<p>SMS/Fax Integration: Give your workforce the ability to send text messages from their desktop to any mobile phone user. Send Meeting reminders text messages and even set the time for text message to be sent out. Send Fax via email without Fax machine or schedule the delivery of fax to be sent out.</p>
<p>8</p>	<p>Load Balancing: XGenPlus Server combined with XGenSwitch and Spamjadoo is capable of auto-searching the user’s mailbox created from the array of servers and intelligently delivers all future emails directly to that particular server.</p>

9	Virtual Storage: Send large sized attachments intelligently by using Virtual Storage. Store large attachments in Virtual Storage & Send links in place of large attachments. Remove Space issue and reduce server load.
10	Image Compression: XGenPlus now enables the user to compress the image ON THE FLY up to 25% of the original size without the need of any additional compression software and without compromising the quality of the image.
11	Send Emails from Different Email IDs using same account: Cater to your different responsibilities through single email account using XGenPlus. Just add verified 'Sender ID' and signature for different email accounts to one email account and use same account to send emails FROM different email id's or identity.
12	Encryption: Secure your emails by encrypting them before sending. Receive Encrypted emails which others cannot read even after logging into your account. Digitally sign all emails and ensure that emails are not modified/alterd on the way after sending it up to the destination and verifiable by the recipient.
13	Forward Many: Forward any number of emails to one email id in a formatted manner. The emails are automatically sorted on date and separated by a line in one email, making all individual emails clearly visible.
14	Pinboard/Shortcut: Want to take action on any particular email later on? Create a shortcut for that email by clicking on [+] sign in front of the email subject. Get the link for shortcut emails displayed to retrieve those mails directly. Save time while searching for any email and also get reminder to take action on shortcut emails.
15	Guaranteed Delivery Report: Click on 'Delivery Report' on compose page to get the delivery report automatically via email. Delivery report email is received as soon as the mail has been delivered in recipient's mailbox. No response is required from the user to get the report.

Scalability of XGenPlus

If your question is how much XGenPlus server can scale, the answer is – **Massively**. XGenPlus’ detachable modular approach for services can scale in multiple ways and mix and match to fit your organization needs.

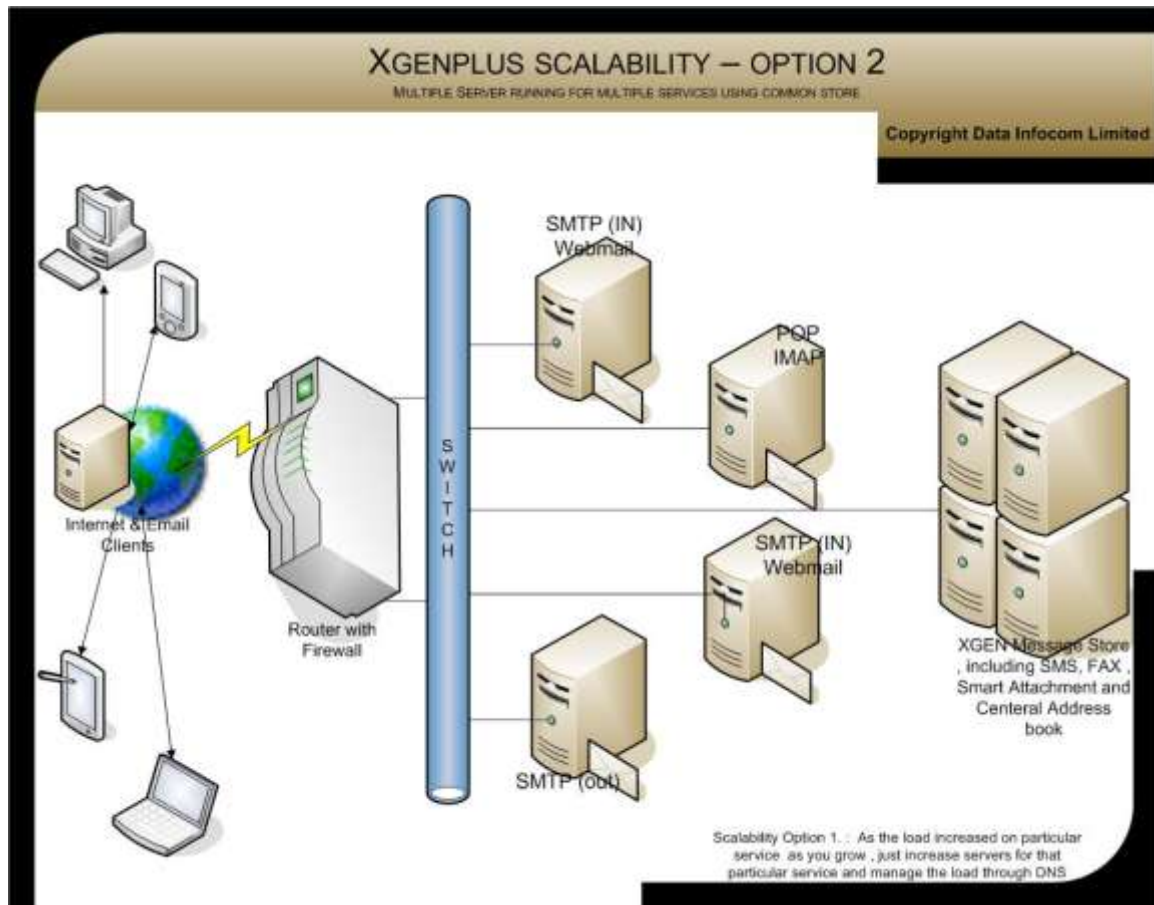
Scalability Option 1:



Note: XGenPlus services can be deployed on high configuration servers and all the services are capable of using common store simultaneously. This architecture offers the flexibility to add on servers for specific services at any point of time and does not require reconfiguration of all the servers and storage. This approach offers lots of flexibility and services can also be monitored independently.

Example: You can have 2 servers, which can run SMTP Incoming, pop, imap on first server and webmail, SMTP Outbound on server second.

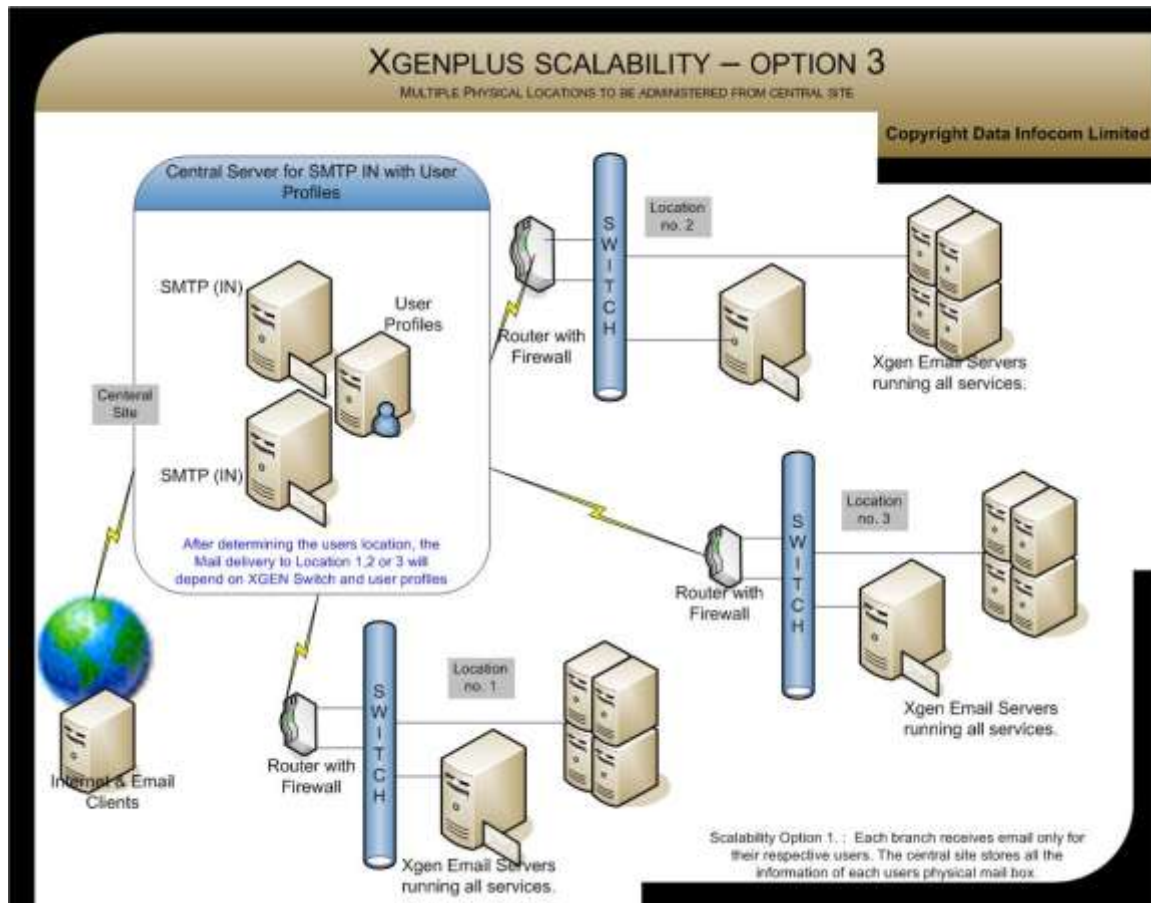
Scalability Option 2:



Note: XGenPlus services can be deployed on multiple server and all the services are capable of using common store simultaneously. This architecture offers the flexibility to add on servers for specific services at any point of time and does not require reconfigurations of all the servers and storage. This approach offers lots of flexibility and services can be monitored independently.

Example: You can have 5 services, you can run SMTP Incoming, webmail, pop, imap & SMTP Outbound respectively on different servers and all servers will use common storage

Scalability Option 3:



Note: This solution is good for organizations that have multiple branches and wish to retain the branch email storage at branch level itself. In this scenario, entire external traffic received and sent is routed through central site to log / monitor 100% organization traffic.

Example: State Bank of Bikaner and Jaipur bank has multiple branches all over India and they can have branch wise storage and XGen instance running separately for each branch. Now if the branch A users communicates with Branch A users, the email does not move out of branch and gets delivered locally. And if branch A user sends an email to branch B or any other non-local user, the email will be delivered to central site and central site will be responsible for final delivery.

Scalability 4:

Storage scalability architecture for managing large size mail boxes effectively.

By default XGenPlus uses database as a message store and database offers the following specifications from storage point of view.

Limit	Value
Maximum Database Size	Unlimited
Maximum Table Size	32 TB
Maximum Row Size	1.6 TB
Maximum Field Size	1 GB
Maximum Rows per Table	Unlimited
Maximum Columns per Table	250 - 1600 depending on column types
Maximum Indexes per Table	Unlimited

Since the database size is unlimited or limited to the size of the hardware storage space, and one email size is not likely to cross 1 GB, then only limitation that may come across is table size to store number of emails.

To handle the table size limitation, we have setup the mail storage table architecture in 27 partitioned tables, **implying that XGenPlus can manage 27x30 = 810 TB** storage of emails on single domain.

In next versions of release we will be coming out with more robust storage plan so that table size limit does not become the constraint for XGenPlus and that **XGenPlus should be able to support unlimited storage space.**