



Email at Microsoft

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Introduction to the world of email

- Invented in the 60s
- Later defined by internet standards
- Involves clients (MUAs) and email servers (MTAs)
- Email clients include Outlook, Thunderbird, etc
- Email servers range from servers at businesses and universities to email services such as Outlook.com or Gmail
- Email is the number #1 business communication tool
- 300 billion emails sent per day

Email at Microsoft

- Developed Exchange Server for organisations and ISPs
 - Installed and maintained by customers
- Acquired Hotmail in 1997 for \$400M
 - Free web-based email services made email accessible to all
 - Renamed Outlook.com
- Exchange Online was developed to offer a web-based solution for organisations

Email at scale

We deliver

- over **8B emails** per day
- to over **500M mailboxes**
- using **thousands of servers** across the globe
- 99.9% of emails are delivered in under 90 seconds
 - Subjected to anti-spam scanning, anti-malware scanning, directory lookups, rules evaluation, journaling, forwarding, queueing, etc
- Cater to customers ranging from small business to global corporations

Securing email



Resources



Information



Attention

Securing email - Resources

- Hosted mailboxes easier to use by users and spammers alike
- Spammers attempt to abuse trial accounts, consumer and organization's accounts
- Seek out the good reputations of mailboxes and email services
- Protection from sign-up abuse and existing account compromises

Securing email - Information

- Emails contain:
 - Communicating business secrets
 - Contacting customers and business partners
 - Consumer sensitive data
- Email addresses:
 - Used to sign up for services and receive bank statements and password reset messages
 - Used as personal identifier for marketers and attackers

Securing email - Attention

- Emails allow marketers and spammers to get in front of people with messages including images and links
- Anti-spam sees an ongoing war between the spammers and mailbox protectors

Securing yourself

- Protect your email account
 - Do not reuse passwords
 - Use a password safe
 - Enable two-factor authentication
 - Use email aliases to sign up for different accounts
 - Think before giving out your information
 - Do not use email for sensitive information e.g. credit card numbers