

## BRINKSTER IS NOW OFFERING SMARTERTOOLS AT NO COST WITH A MANAGED SERVER

### SMARTER MAIL

Exchange-level Mail Server Software (\$299 Value)

SmarterMail delivers Exchange-level email server software and instant messaging for a fraction of the cost. With lower hardware requirements, superior stability and reduced maintenance costs, SmarterMail has significantly lower TCO and is the best-in-class Microsoft Exchange alternative for businesses and hosting companies.

[Good for 250 Mailboxes or Domains](#)

### SMARTER TRACK

Customer Service and Helpdesk Software (\$199 Value)

SmarterTrack is a powerful helpdesk built for tracking, managing, and reporting on customer service and communications, including sales and support issues. Businesses can manage employees and communications using a Web browser on any desktop, tablet or mobile device

[Good for 2 Agents](#)

### SMARTER STATS

Business Analytics to Gauge the Success of Your Online Presence (\$299 Value)

SmarterStats has over 100 different report items that analyze website traffic, a complete set of search engine optimization tools to help manage SEO campaigns and site tuning analytics that help improve a site's overall performance.

[Good for 50 Sites](#)

## KEY FEATURES

### Mail Server Protocols

- SMTP
- IMAP4 and IMAP IDLE
- POP3
- Message retrieval via POP and IMAP

### Security/Attack Prevention

- Incoming and outgoing SSL/TLS
- Optional alternate SMTP port
- SMTP authentication by domain
- Restrict administrator access via IP
- Manual and automatic IP whitelisting/blacklisting
- Brute force detection for Webmail
- Automatic denial of service prevention
- Malicious script filtering in webmail

### Reporting

- Real-time performance dashboards (traffic stats)
- Basic reports (disk usage, file storage, etc.)
- Advanced summary/trend reports (connections, traffic, spam, virus, etc.)
- Export reports to CSV and tab formats

### Events and Notifications

- Event-driven architecture
- Notification profiles
- Configurable system, domain and user events

### Administration

- Administration from a Web browser
- Multiple system administrator accounts
- Users can be limited to specific protocols (IMAP, POP, SMTP)
- Mass messaging to some or all users and domain administrators
- Configurable outbound SMTP IP addresses
- Multiple spools (smart spooling)
- Immediate blacklisting of connections and sessions
- Configurable user password strength requirements
- SmarterMail search indexing

### Web Interface

- Multi-language compatible
- Optimized AJAX controls provide desktop application performance
- Compatible with most mobile devices and tablets (iPad, iPhone, Android, etc.)
- Preview message attachments
- Upload attachments in the background
- Spell-check in 15 languages
- Import and export contacts
- Multiple signatures support
- Webmail reminders system
- Webmail personal contacts
- Webmail personal calendars, tasks and notes

### Mailing Lists

- Bounce detection
- Automatic removal of subscribers on bounces
- Optional double opt-in
- Subscriber custom fields
- Unsubscribe links in messages
- Common subscriber database for all mailing lists
- Merge variables and custom fields into messages (mail merge)
- Toggle auto-generated response to mailing list commands
- Enhanced mailing list compose with attachments
- Customized command messages
- Mail logging per subscriber

### Optional Addons

- Commtouch Premium Antispam
- Commtouch Zero-hour Antivirus
- Exchange Activesync
- Exchange Web Services

## KEY FEATURES

### Administration

- Agent roles system
- Define company structure
- Hidden departments
- Real-time monitoring of live chats
- Real-time monitoring of tickets

### Knowledge Base

- Searchable (full natural search support)
- Embed document links in KB articles and news items (attachments)
- Organize KB articles and news items by brand
- Edit multiple KB articles concurrently
- Set stale dates for KB articles
- Mark KB articles for review
- KB article comments and ratings system

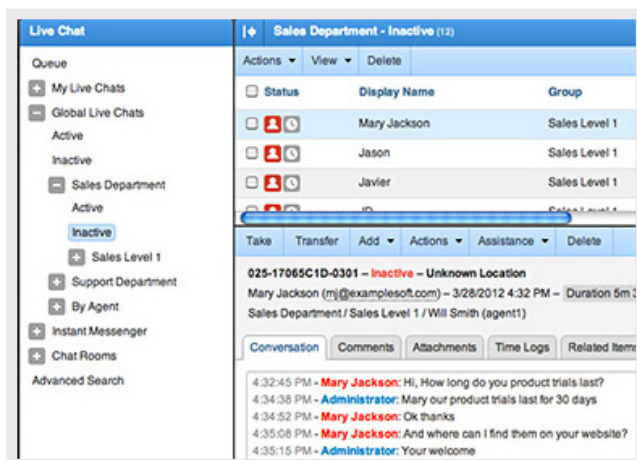
### Live Chat

- Enabled chat links into website
- Handle chats inline or as a popup
- Audible and visual alerts
- Transfer chats (to agents, departments, and groups)
- Cross-associate tickets, live chats, calls, and tasks
- View/search chat history
- Define custom fields for chats
- Manage chat queues
- Co-chat with other agents
- Time logging

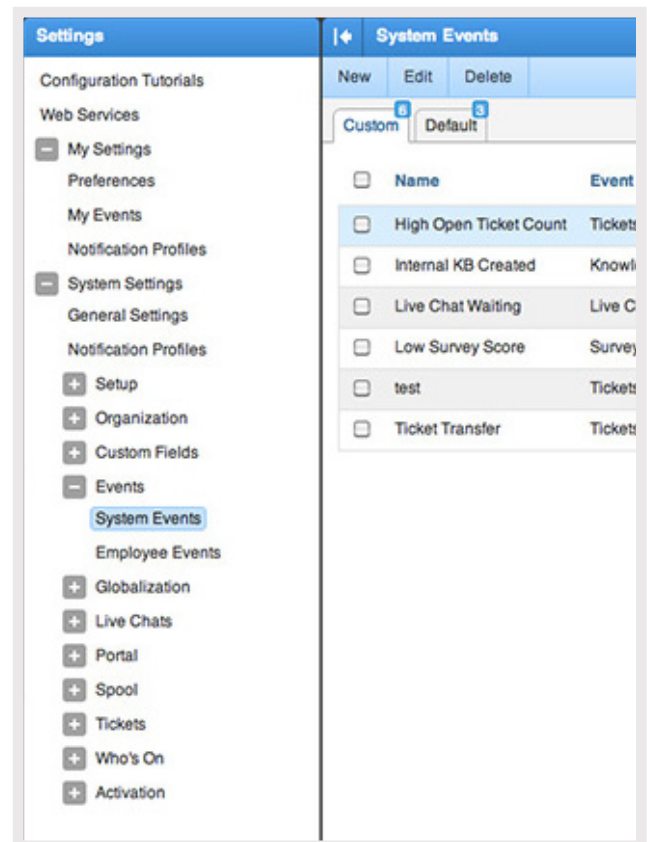
### Tickets

- Submit tickets through email
- Agent responses by email
- Transfer tickets (to agents, departments, groups and other installations)
- Cross-associate tickets, live chats, calls, and tasks
- Automatically suggests related tickets and knowledge base articles
- Comments and resolutions
- Canned replies
- Ticket surveys
- Advanced ticket searching
- Multiple user-defined signatures per agent
- Custom ticket distribution options
- Time logging

## LIVE CHAT INTERFACE



## TICKETING INTERFACE



## KEY FEATURES

### Business Analytics

- Site activity reports (traffic, visitors, files, paths, referrals, etc.)
- Demographic reports (browsers, devices, OS, geographic, etc.)
- Spider and bot reports
- Site tuning
- Data mining

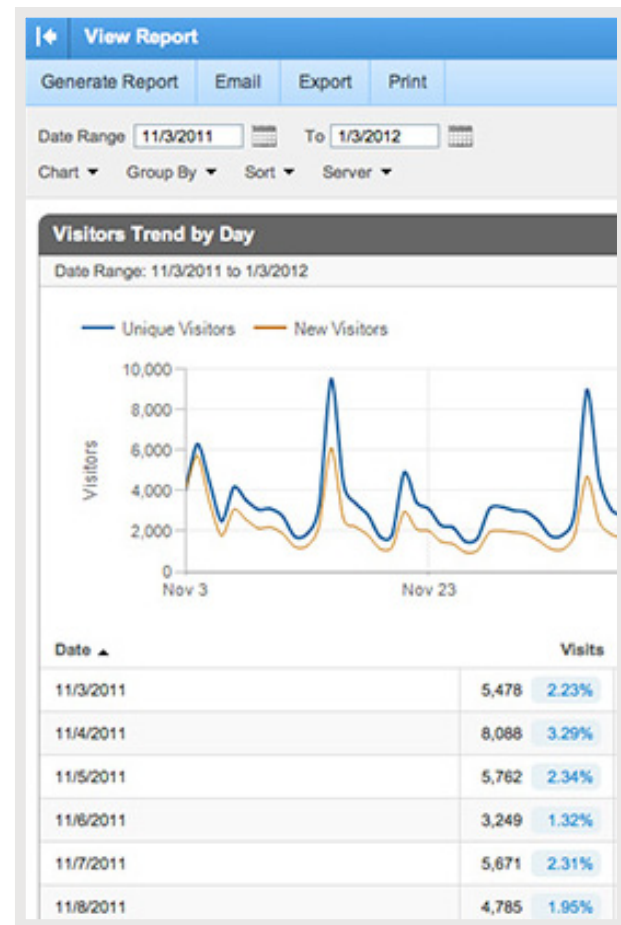
### Search Engine Optimization

- SEO campaigns
- SEO reports (search engine ranking, keyword, competitor, etc.)
- Keyword suggestion tool
- Competitor suggestion tool

### Administration

- Administration from a Web browser
- Mass propagation of settings for servers/sites
- Import site settings directly from IIS
- Requires no database backend
- Easy site setup
- Background processing

## ANALYTICS INTERFACE



TO CONTACT BRINKSTER PLEASE CALL 480-277-2018 OR EMAIL [SALES@BRINKSTER.COM](mailto:SALES@BRINKSTER.COM). UPGRADES ARE AVAILABLE.

HIGHER VERSIONS ARE PRORATED AND EASY TO UPGRADE TO.

[HTTP://BRINKSTER.COM](http://BRINKSTER.COM)