

Mail Utilities and Signature Manager

What's the difference?



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Mail Utilities

Mail Utilities works by **adding** the **branding, signature and disclaimer** content to the message as it passes through the Exchange server after it has left the Outlook client.

The benefit of this approach is that you can be certain that your **branding, signature and disclaimer content has not been tampered with** by the user during the creation of the message. Additionally, because the recipient, subject and content are already present on the message when Mail Utilities receives it, you can automatically change what is added depending on the recipient or content.

The downside of this approach is that your users **do not see or store in their Sent Items exactly what the recipient receives** because the branding and text are added after they have pressed the Send button.

When is Mail Utilities the right choice for me?

All messages from my company must have some **specific text** in them to comply with **legal regulations**. If this is added as part of an Outlook signature I am worried that the users might deliberately or accidentally remove or change this text.

Our **internal messages** should have **different signatures** or disclaimers from our **external ones**.

I want to **automatically control** what signature or disclaimer is applied to my messages depending on who the recipient is.

I need to ensure that messages from my **Blackberry and Windows Mobile device users** have branding and/or legally required text added to them.

We have a CRM and other systems that **generate emails without using Outlook**. I need to ensure that messages from these systems have branding and/or legally required text added to them.

I want to **automatically change** the signature or disclaimer that is **applied to my messages** if the subject contains **specific words**.

I want to automatically control what signature or disclaimer is applied to my messages depending on what is in the header of my messages.

I want to **put our company logo at the top of the message** but Outlook's Signatures feature only allows me to add content below the message.

We have great looking email branding for our external mail but I **don't want our Exchange Store filling up** with thousands of copies of our logos. I would rather apply the branding after the message has been stored in the users' Sent Items folders.



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Mail Utilities - What's the difference?

Mail Utilities and Signature Manager

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Signature Manager

Signature Manager relies on Outlook's built-in Signatures feature to provide branding, signature and disclaimer functionality.

It works by delivering the signature files to Outlook automatically from a centrally managed location rather than requiring the Outlook clients to be manually set up.

The benefit of this approach is that your users see exactly what the recipient will see. The messages stored in the users' Sent Items folder are therefore a perfect copy of the message that was sent to the recipient.

The downside of this approach is that your users can tamper with the signature content while composing a message. Also, if your users need to apply different signatures for different recipients, they have to manually choose the correct signature to apply as Outlook does not support signatures that dynamically change depending on the recipient or content of the message.

When is Signature Manager the right choice for me?

When my users compose a message they want to see it exactly as the recipient will receive it with all the branding, signatures and disclaimers.

When my users look in their Sent Items folder, they want to see the message exactly as the recipient received it, with all the branding, signatures and disclaimers.

My users have signatures that they have created themselves. I want to remove these and apply ones that conform to a corporate standard.

When a user composes a new message, I want to be able to control whether it will be formatted in HTML, Rich Text or Plain Text.

I want to control which font is used by default when my users compose messages.

I want to control whether my users use Word or Outlook as the editor for composing messages.

It is not practical for me to go to every machine every time I need to change my users' Outlook signatures and settings. I need to be able to do this from one central machine.

My users regularly send signed and/or encrypted messages and I don't want the message body separated from the signature/disclaimer as an attachment.

I don't want to install anything on my Exchange server.



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Signature Manager - What's the difference?

Mail Utilities and Signature Manager

Why use both products?

I like all the features of Signature Manager, but I cannot take the risk that a user might accidentally remove legally required text while composing a message. How can I deal with this?

Deploy Signature Manager and have Mail Utilities installed on the Exchange Server as a safety net. Configure Mail Utilities to add the legally required text only if it is not already present on the message.

I prefer to have signatures, disclaimers and branding done at the server so that there is no chance of the users changing our carefully designed corporate branding or removing our legally required text. However, I have a group of users who insist that they must see exactly what the recipient receives, and store it in their sent items like this.

Deploy Mail Utilities and have Signature Manager set up to service only those users who have a requirement to see and store their messages exactly as the recipients receive them.

Mail Utilities seems like the best choice for me, but I want to ensure that any existing signatures and stationery are removed from the users' machines, and continue to be removed on a scheduled basis in case they create new signatures or stationery.

Deploy Mail Utilities and have Signature Manager set up with a policy that removes all existing signatures and stationery from the users' machines at a recurring interval of your choice.



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Why use both products?

Mail Utilities seems like the best choice for me, but I want to ensure that all my users default to composing messages in HTML to ensure that the email branding has the most visual impact.

Deploy Mail Utilities and have Signature Manager set up with a policy that sets Outlook's default mail format to HTML.

Mail Utilities seems like the best choice for me, but I want to ensure that by default all messages are composed in a standard font.

Deploy Mail Utilities and have Signature Manager set up with a policy that sets Outlook's default composing font to the standard font of your choice.

Mail Utilities seems like the best choice for me, but I want to ensure that by default all messages are created with Word as the editor to benefit from the spell checker.

Deploy Mail Utilities and have Signature Manager set up with a policy that sets Outlook's default editor to Word.



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