

Messaging is now a mission critical application for business, but delivering a feature-rich messaging service is challenging. Regulatory requirements are becoming increasingly complex. Merger and divestiture activities require rapid adjustment of service capacity. Good technical expertise is in high demand. The “buy versus build” economics are changing.

Microsoft Exchange Online provides a remotely hosted enterprise messaging solution based on Microsoft Exchange Server 2007. The solution leverages our knowledge of Microsoft products, best practices developed with customers and partners, and experience from operating Microsoft’s internal corporate messaging to deliver a world-class, mission critical service.

### How it Works

With Microsoft Exchange Online, your enterprise can be up and running quickly. At the heart of the solution are Microsoft data centers, located strategically worldwide. Each data center houses a highly reliable complex of equipment that hosts your mail solution. The servers needed to support your organization are dedicated to you; your data is always kept separate from other organizations. Appropriate information from your directory is continuously synchronized to the directory in the Microsoft data centers, allowing your users to seamlessly access their electronic mail from a wide range of devices anywhere in the world—both from inside your corporate network and securely over the Internet.

### Core Exchange Online Service

Microsoft offers a comprehensive messaging solution with a simple per-user monthly fee. Major features include:

- Standard 1GB mailbox and task worker 200 MB Web-only mailbox to fit your organization profile.
- Built in premium business continuity and disaster recovery capabilities.
- Multi-level message hygiene capability, including anti-spam and anti-virus.
- Dedicated servers, networks, and physical space in Microsoft data centers, providing you with logical and physical security at 99.9% uptime.
- Directory trust with your Microsoft® Active Directory®, providing single sign-on capability.
- Secure access to mail from within your corporate network or from the Internet, anywhere in the world, through a variety of devices and software.
- Service desk for escalation from your call center for Microsoft Exchange Online issues you cannot resolve at your service desk.
- Sarbanes Oxley and SAS 70 Type II self assessment and audit support.
- Upgrades to the most current version of Exchange is included at no extra charge.

### Optional Services

**Optional Archiving Service:** Support to help satisfy regulatory retention requirements and personal mail management.

**Optional BlackBerry Service:** Provide RIM services for Blackberry devices.

**Optional Data Migration Service:** Automated transfer of your existing mail data into the new environment.



<b>Core Features</b>	<ul style="list-style-type: none"> <li>• Dedicated hosting</li> <li>• Spam filtering and anti-virus</li> <li>• Single sign-on through directory synchronization</li> <li>• Outbound fax</li> <li>• Conference room auto-accept agent</li> <li>• Public folder support</li> <li>• Mailbox administration (add/change/delete)</li> <li>• Service desk for escalation from your call center</li> <li>• Support for digital encryption and secure mail (S/MIME)</li> </ul>
<b>Standard Parameters</b>	<ul style="list-style-type: none"> <li>• 1 GB standard mailboxes with full access</li> <li>• 200MB task worker mailboxes with Web-only access</li> <li>• 50GB public folders</li> <li>• 5MB, 10MB, 15MB, or 20 MB message size limits</li> </ul>
<b>Client Support</b>	<ul style="list-style-type: none"> <li>• Microsoft Outlook® 2003/2007 and Microsoft Office 2004 Entourage®, including access from the Internet</li> <li>• IMAP4, POP3</li> <li>• Microsoft Outlook Web Access</li> </ul>
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Microsoft Exchange ActiveSync® for Microsoft Windows Mobile® devices</li> <li>• Direct Push Technology* - push new e-mail, calendar, tasks, and contacts to the device</li> <li>• Remote Device Wipe* - enables administrators to erase sensitive information from lost or stolen mobile device</li> <li>• Policy Provisioning* - enables administrators to control device access</li> <li>• Optional BlackBerry support</li> </ul>
<b>Data Protection Service</b>	<ul style="list-style-type: none"> <li>• Daily backup</li> <li>• 14 days deleted item retention</li> <li>• Premium business continuity and disaster recovery included</li> <li>• Optional legal retention and compliance archiving features</li> </ul>
<b>Audits and Security</b>	<ul style="list-style-type: none"> <li>• Sarbanes-Oxley and SAS 70 Type II self assessment and external audit support</li> <li>• Security assessments</li> <li>• Intrusion monitoring and detection</li> </ul>
<b>Service Level Agreements</b>	<ul style="list-style-type: none"> <li>• 99.9% availability of the service measure at the data center</li> <li>• Service desk SLA's</li> <li>• Reported monthly, evaluated quarterly</li> </ul>

\* Features only available in Microsoft Windows Mobile 5