

# Microsoft Exchange Online

[DEDICATED]

## Exchange Online

Messaging is a mission critical application for business, but delivering feature-rich e-mail services can be a challenge. 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 e-mail messaging solution based on Microsoft Exchange Server 2007. The solution leverages powerful Microsoft products, best practices developed with our customers and partners, and experience from operating the Microsoft internal corporate messaging application to deliver a world-class, mission critical service.

## How it Works

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

With Business Productivity Online, your IT staff retains full control over the services offered to your end users. Business Productivity Online can be easily integrated with Microsoft Active Directory® services, so you can control which services are available via your existing group policies. A single

administrative panel—with consoles for provisioning, usage, monitoring, and reporting—enables simple and centralized management. And your users can enjoy the convenience of a single sign-on to access all their hosted services.

## Core Exchange Online Service

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

- Standard 1GB mailbox and optional 2GB or 5GB mailbox to fit your organization profile.
- Built-in premium service continuity management capabilities.
- Multi-level message hygiene capability, including antispam and antivirus.
- 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 logon 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.
- Escalate Exchange Online issues to our 24x7 service center.
- Sarbanes-Oxley and SAS 70 Type II self-assessment and audit support.
- Stay current with latest features of Exchange.

## Optional Services

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

**Optional BlackBerry Service:** Provide BED services for BlackBerry devices.

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



Microsoft®  
Online Services

Core Features	Dedicated hosting
	Spam filtering and antivirus
	Single logon through directory synchronization
	Outbound fax
	Resource booking
	Public folder support
	Mailbox administration (add/change/delete)
	Service desk for escalation from your call center
	Support for digital encryption and secure mail (S/MIME)
Standard Parameters	1 GB, 2GB, or 5GB mailboxes with full access
	50GB public folders
	5MB, 10MB, 15MB, or 20 MB message attachment size limits
Client Support	Microsoft Outlook® 2003/2007 and Microsoft Office Entourage®, including access from the Internet
	IMAPv4 and POPv3 from the Intranet, HTTP, MAPI
	Microsoft Outlook Web Access
Mobility	Microsoft Exchange ActiveSync® for Microsoft Windows Mobile® devices
	Direct Push Technology — push new e-mail, calendar, tasks, and contacts to the device
	Remote Device Wipe — enables administrators to erase sensitive information from lost or stolen mobile device
	Policy Provisioning — enables administrators to control device access
	Optional BlackBerry support
Data Protection Service	Daily backup
	14 days deleted-item retention
	Premium service continuity management included
	Optional legal retention and compliance archiving features
Audits and Security	Sarbanes-Oxley and SAS 70 Type II self-assessment and external audit support
	Security assessments
	Intrusion monitoring and detection
Service Level Agreements	99.9% availability of the service measured at the data center
	Reported and evaluated monthly