



## **Exchange Hosting Features and Benefits**

With a hosted Microsoft Exchange solution, the major benefit to your business is a lower initial investment and support costs. As a result, you get to take advantage of the latest technology, without the expensive initial investment. This allows you to effectively budget your technology spending. Why? Our service is based on a monthly fee schedule, per user. The expenditures become a fixed cost to your bottom line.

- **Plans start at \$4.95 per user**

We offer various levels of service based on the amount of storage you need and usage. Generally, the larger someone's mailbox is, the heavier the email user they are. You can upgrade or downgrade as often as you like.

- **Take advantage of an enterprise-class messaging system, Microsoft Exchange Server**

Exchange was designed for reliability and performance to handle the largest networks of email users. Exchange uses a "store and forward" architecture for handling mail. What this means is if you send a message to someone, they receive the message immediately. Unlike POP3 email, where you need to poll the server constantly, checking for new mail. In addition, Exchange is scalable, so it can grow when you do.

- **Share your Mailbox, Calendar, Contacts and Tasks with others in your organization**

One of the greatest benefits of switching from a POP email solution to Exchange is that now your organization is "connected". This means that I can share my appointment calendar with others, either to view or to actually make changes as needed, in the case of an assistant. I can do the same with my certain parts of my mailbox, my contacts and tasks.

Outlook with Exchange also makes scheduling meetings easier, with the "Free/Busy" feature. You can, when scheduling a meeting, view multiple person's calendars, side by side in a view that shows whether they are available or whether they have something scheduled for a given hour of the day. No calling around to make sure everyone is available for a meeting.

- **Get instant collaboration with your team through Public Folders**

Public Folders are a feature of Outlook that is only available in conjunction with Microsoft Exchange Server. They act like a file server in your office. Everyone who has a mailbox in your organization has access to these folders, where you can store office documents, posts notes as well as store appointments and contacts that need to be accessible by all.

- **Access your information anytime, anywhere, with Outlook Web Access and wireless options**

We give you the ability to access your email remotely through wireless options such as browser-enabled cellular phones, Pocket PC's, as well as RIM devices like Blackberry and Good.

- **Have a team dedicated to supporting your email network**

When you become an Exchange Hosting customer, you are taking advantage of a team of people that are dedicated to supporting your email and related functions, 24 hours a day, 7 days a week. We make sure the servers are kept up-to-date with the latest security patches, hot fixes and service packs. In addition, we are making sure your data is secure with frequent security audits of our servers and network.

- **Securely connect to our servers via the Internet using encryption**

Outlook 2000 and 2002 are designed to encrypt information automatically when connecting to an Exchange Server. Unlike POP3 email, which is NOT encrypted, when sending email to other users who are also running Exchange, the information is always encrypted.

The Web version of Outlook, Outlook Web Access, is protected by encryption as well. It is called SSL (Secure Sockets Layer) encryption. It is the same technology used by sites when you shop securely online.

- **Online Exchange Control Panel for Self-Administration**

Manage your own Exchange environment completely on-line via the web. This enables you to maintain privacy as you can make administrative changes without going through our staff, and we've secured the site using SSL, so no one will be able to obtain the information you are entering into our system.

## General Features

We provide the following features and benefits with our hosting services:

- Reliability - 99.5% and 99.9% uptime plans available
- Spam Filtering - Blocking unwanted mail from Internet users
- Virus Protection - Message Scanning to prevent virus outbreaks in your company
- Data Protection - Mirroring and Daily Backups with off-site storage in secure vault
- Performance - Multi-processor servers with large memory handles many users
- Redundant Server Architecture - Prevents unnecessary downtime
- Microsoft Certified Engineers available and on call  
24x7 Monitoring of Servers and Services
- Great Customer Service  
Friendly Staff

## Exchange Cost Comparison

*Buy or Outsource?, Based on 25 users*

Item	Cost
<b>Capital Investments (Conservative)</b>	
Exchange Server hardware	\$3,500
Exchange Server software	799
Exchange Licenses, per user	65
Windows 2000 Server	799
Backup Software	500
Backup Tapes	250
UPS Device	500
<b>Total</b>	<b>\$6413</b>
<b>Monthly/Recurring Costs</b>	
Administrative Support (.25 of a person,60K salary, Exchange Adm.)	1250
Miscellaneous Support Costs	200
Above total amortized over 36 mos.	178
<b>Total Monthly Expenditures by Customer</b>	<b>\$1628</b>
<b>Total Expenditures to an ASP</b>	<b>\$ 387</b>
<b>Total Savings</b>	<b>76%</b>
<b>ROI Rating</b>	<b>320</b>