

# Microsoft Exchange Online

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Messaging is a mission-critical application for business, but delivering feature-rich email 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 email messaging solution based on Microsoft Exchange Server. The solution makes use of powerful Microsoft products, best practices developed with Microsoft 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 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 that are needed to support your organization are dedicated just to you, and your data is always kept separate from that of other organizations. Additionally, information from your directory is continuously synchronized to the directory in the Microsoft data centers, so that your users can seamlessly access their email from a wide range of devices anywhere in the world—from inside your corporate network and securely over the Internet.

With Exchange Online—part of a suite of hosted communication and collaboration solutions from Microsoft Online Services—your IT staff retains full control over the services available to your end users. Easy integration with the Active Directory service allows you to control which services are available via your existing group policies. And your users can enjoy the convenience of a single sign-on to access all their hosted services.

Microsoft®  
Exchange Online



## Core Features

Exchange Online offers a comprehensive messaging solution with a simple per-user monthly fee. Key features include:

- Standard 5-gigabyte (GB) mailbox and optional 25-GB mailbox to fit your organization profile.
- Deskless Worker seat with 500-megabyte (MB) mailbox for workers who require fewer messaging features.
- Built-in premium service continuity management capabilities.
- Multilevel message hygiene capability, including antispam and antivirus features.
- Directory trust with your Active Directory, which provides single sign-on capability.
- Security-enhanced access to mail from within your corporate network or from the Internet, anywhere in the world, through a variety of devices and software.
- Mailbox management tools that enable your support personnel to handle common tasks.
- Exchange Online service center, available 24 hours a day, seven days a week for escalations.
- Sarbanes-Oxley and SAS 70 Type II self-assessment and audit support.

## Optional Features

These optional features are available with Exchange Online Dedicated at additional cost:

- **Archiving service:** Support to help satisfy regulatory retention requirements and personal mail management.
- **BlackBerry service:** BlackBerry Enterprise Server hosting available to synchronize email, calendar, contacts, and tasks with BlackBerry devices.
- **Data migration service:** Automated transfer of your existing mail data to the Exchange Online environment.
- **Two-factor authentication:** Available with Microsoft Outlook Web App (OWA) for customers with Swivel or RSA back-end infrastructure.

Microsoft®  
Online Services

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|                          |   |
|--------------------------|---|
| Core Features            | Spam filtering and antivirus protection   |
|                          | Single sign-in through directory synchronization  |
|                          | Deskless Worker seat for workers who require fewer messaging features   |
|                          | Conference room booking   |
|                          | Mailbox administration (add/change/delete users)  |
|                          | Support for digital encryption and secure mail (S/MIME)   |
| Optional Features        | Archiving and data migration services   |
|                          | Outbound desktop fax via Microsoft Outlook; integration with existing fax solutions                                     |
|                          | Internet e-mail filtering with Microsoft Forefront™ Online Protection for Exchange (FOPE)                               |
|                          | Microsoft Outlook Web App (OWA) two-factor authentication for customers with Swivel or RSA back-end infrastructure.     |
|                          | Public folder support   |
| Standard Parameters      | 5-GB and 25-GB (optional) mailboxes for Standard seats, 500 MB mailboxes for Deskless Worker seats                      |
|                          | Total message size up to 50 MB  |
| Client Support           | Office Outlook 2010, 2007 and 2003, and Office Entourage® 2008 Web Services Edition, including access from the Internet |
|                          | HTTP, MAPI, and internal customer network IMAP4 and POP3  |
|                          | Microsoft Outlook Web App (OWA)   |
| Mobility                 | Microsoft Exchange ActiveSync® technology for Windows Mobile® devices   |
|                          | Direct Push Technology — pushes new email, calendar, tasks, and contacts to the device                                  |
|                          | Remote device wipe—administrators can erase sensitive information from lost or stolen devices                           |
|                          | Policy provisioning—administrators can set device policies  |
|                          | Optional BlackBerry connectivity support  |
| Data Protection Service  | Continuous replication of mailbox data to multiple servers for data recovery capability                                 |
|                          | 30 days deleted-item and deleted-mailbox retention  |
|                          | Premium service continuity management   |
|                          | 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  |
| Service-Level Agreements | 99.9-percent uptime   |
|                          | Reported and evaluated monthly  |