

# SoftCom

## HOSTED EXCHANGE

Business Class email - anytime, anywhere

### **BUSINESS CLASS MESSAGING AND COLLABORATION** Powerful / fully featured applications for business

- Email
- Calendars
- Contacts
- Tasks
- Anti Spam/Anti Virus
- Mobility
- Archiving

### **ACCESS ANYWHERE**

### **COST EFFECTIVE**

### **SECURE**

### **HIGH PERFORMANCE**

### **HIGH AVAILABILITY**

### **Essential Business Communications**

Email and collaboration are increasingly essential for business survival. Ensure communications between employees, customers, suppliers and partners are secure, easy to use, accessible from anywhere and available to handle changing business requirements while fitting a predictable cost model.

### **Challenges**

Organization are faced with many email challenges including:

- Older or less capable application and delivery models
- Expensive upgrades for infrastructure and licensing
- Secure and synchronized mobile device access
- New messaging policy and compliancy requirements
- Protection against sophisticated and growing threats
- Responding to changing business needs

### **Solution**

SoftCom is a global messaging and collaboration leader that provides hosted integrated business class email and collaboration services designed to increase your business value.

SoftCom's suite of hosted business class applications, combined with 7x24x365 expert customer support and secure 100% available global delivery helps your business increase productivity, reduce costs, unleash new capabilities and mitigate risks.

## **POLICY MANAGEMENT**

Manage and monitor corporate messaging policies.

## **USER MANAGEMENT**

Match the right services for each employee on demand.

## **MOBILE DEVICES**

Secure and synchronized access for mobile devices.

## **ADVANCED THREAT PROTECTION**

Sophisticated multi-layer, multi vendor real time protection.

## **EXPERT CUSTOMER SUPPORT**

7x24x365 by phone, email, chat.

## **SoftCom Hosted Exchange**

The SoftCom hosted Exchange platform provides enterprise grade messaging at a reasonable price without the burden of on premise infrastructure.

## **Business Class Messaging**

Fully integrated suite of messaging services

- Exchange Email, includes calendar, contacts, tasks, and public folders for document sharing
- Advanced Anti Spam/Anti Virus Protection – Effective and configurable for each user
- Mobile Devices – supports all popular devices with full synchronization of mailbox and calendar
- Archiving – immutable messages, with unlimited storage capacity, with quick and easy message restore to inbox

## **SaaS Delivery Model**

The SoftCom hosted Exchange service is delivered through a secure, high performance, high availability infrastructure so you have the peace of mind knowing your messaging is safe and available.

- 7x24x365 expert live support for all services
- All services and support are backed by our Service Level Agreement

## **Precision Granular Control**

The SoftCom hosted Exchange platform provides granular configuration control to configure each employee exactly how you want (desktop client, AS/AV, mobile phone, archiving etc.) on demand, and you only pay for what you use.

All services are integrated and accessible through an online administrator Control Panel offering extensive control for each service including:

- Hierarchy of Admin roles and privileges
- Exchange services – Mailboxes, Distribution Lists, Contacts, Public Folders
- Exchange storage management – flexible pooled storage
- BlackBerry Services
- Archiving Services
- Statistics, Reports and Analysis
- Billing Services
- Other Services including SharePoint, Web Services, VPS

# SOFTCOM HOSTED EXCHANGE

## ON DEMAND CONTROL

Admins can make instant changes – add/remove users, add/remove services, upgrade/downgrade features.

## HIERARCHY of ADMINS

Assign admin roles and privileges to delegate admin tasks selectively.

## MIX and MATCH MAILBOX TYPES

Assign the right mailbox type to each user for effective service control and cost management. Easily switch users to different mailbox types on the fly as needed.

## EASILY CONFIGURE EXCHANGE

Distribution Lists, Public Folders, Contacts, Shared Calendars, etc.

## DETAILED SERVICE CONFIGURATION

Configure each service at a detailed level - access methods, storage size, email addresses, permissions and more per mailbox.

## SELECT & ASSIGN NEW SERVICES

Enable mobility, archiving per mailbox.

## SoftCom Hosted Exchange Mailbox Types and Features

Service Feature	Mobile + Outlook	Mobile	Basic
Hosted Microsoft Exchange <ul style="list-style-type: none"> <li>Email</li> <li>Calendars</li> <li>Contacts</li> <li>Tasks</li> <li>Notes</li> <li>Shared/public folders</li> </ul>	✓	✓	✓
Powerful control panel to manage users, services and messaging policies	✓	✓	✓
Advanced spam, virus and threat protection	✓	✓	✓
Exchange storage (initial) easy to increase up to 25 GB	4 GB	2 GB	1 GB
Web browser access OWA support + POP3/IMAP	✓	✓	✓
Client/Desktop access and license MAPI support & Outlook/Entourage	✓	-	-
Mobile Devices ActiveSync support (Android, Windows Mobile, iPhone, etc)	✓	✓	-
BlackBerry Enterprise Server Synchronization and control	Optional	Optional	Optional
Message Archiving	Optional	Optional	Optional
7x24x365 Expert Customer Support	✓	✓	✓
Service and Support SLA	✓	✓	✓



## About SoftCom

SoftCom is a global messaging and collaboration leader that provides organizations around the world with a suite of hosted integrated business class applications designed to increase business value.

