

Microsoft Exchange Online

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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. 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 e-mail from a wide range of devices anywhere in the world—from inside your corporate network and securely over the Internet.

With Exchange online—one of the services from Microsoft Business Productivity Online Deskless Worker Suite—your IT staff retains full control over the services offered to your end users. Business Productivity Online can be easily integrated with the Active Directory® service, 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—supports 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 Features

Microsoft offers a comprehensive messaging solution with a simple per-user monthly fee. Major 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 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.
- Mailbox management tools to help your support personnel 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.
- Latest Exchange Server features available now to your company.

Optional Features

- **Archiving service:** Support to help satisfy regulatory retention requirements and personal mail management.
- **BlackBerry service:** BlackBerry Enterprise Server hosting available to synchronize e-mail, calendar, contacts, and tasks with BlackBerry devices.
- **Data migration service:** Automated transfer of your existing mail data to the Exchange Online environment.



Microsoft®
Online Services

Microsoft Exchange Online

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Core Features	Dedicated hosting
	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)
	Service desk for escalation from customer call center
Optional Features	Public folder support
	Outbound fax
Standard Parameters	5-GB and 25-GB (optional) mailboxes for Standard seats, 500 MB mailboxes for Deskless Worker seats
	50-MB message attachment size limits
Client Support	Microsoft Office Outlook® 2007 2003, and Office Entourage®, including access from the Internet
	IMAP4 and POP3, HTTP, MAPI
	Office Outlook Web Access
Mobility	Microsoft Exchange ActiveSync® technology for Windows Mobile® devices
	Direct Push Technology — push new e-mail, 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 provides data recovery capability
	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 percent uptime
	Reported and evaluated monthly

Microsoft®
Online Services