



**MTSi brief overview of the benefits our hosted Exchange solutions can offer your company. These include:**

- **Fully managed services** – 24x7 management, industry-leading support and time saving management tools.
- **World-class technology** – Clustered servers, EMC SAN, tier-1 datacenter and industry-leading security.
- **Complete flexibility** – A range of options, including wireless messaging [BlackBerry, Goodlink (Treas) and ActiveSync], SharePoint hosting, advanced AntiSpam solutions, compliant archiving and others.

**Most small and mid-sized businesses are using email as a primary communication channel with customers, colleagues and suppliers. But many of these companies stop there, missing out on productivity-boosting features like shared calendars, contact information and files.**

**By upgrading to the world's most popular business messaging software, Microsoft Exchange Server 2003, you can significantly raise your team's efficiency for a small monthly fee.**

# FULLY-MANAGED SERVICES

## **24x7 management**

Hosted Exchange means that we supply all of the hardware and software, then run it in our multiple world-class datacenters, while you and your team access email and data via Microsoft Outlook on your desktop, Outlook Web Access (OWA) in any Web browser or mobile device, or by adding BlackBerry, Good Mobile Messaging or ActiveSync as a service and using Outlook Mobile Access (OMA). We manage the whole process 24x7 to ensure maximum uptime for you, which means you're free to concentrate on your business.

## **Industry-leading support**

With business-critical services like hosted Exchange, it is essential that a support team is constantly available to resolve any problems as soon as possible. That's why our outstanding uptime is backed by true 24x7 live customer support that will ensure you get the information you need, no matter what time of day or night it is. All of the members of our support team are highly trained and knowledgeable about our service, which allows them to offer the highest quality of information in the industry.

## **Timesaving account management tools**

Our hosted Exchange eliminates routine server and end-user maintenance. However, your IT team retains 24x7 access to server configuration tools via our unique and award-winning control panel. This Web-based interface, which revolutionized the market upon its launch, allows you to make changes yourself whenever they are required. End-users can also alter basic personal mailbox settings by using a Mailbox Manager control panel, helping your IT team to save further time and money.

# WORLD-CLASS TECHNOLOGY

## **Clustered servers**

Our infrastructure and Exchange servers are set up according to the latest Microsoft guidelines using industry-accepted practices. This includes running active-passive clustered servers for seamless failover when a cluster node is unavailable or is taken offline for maintenance. Our fiber-optic network and peering arrangements also offer built-in redundancy.

## **EMC SAN**

We use the latest EMC SAN technology to allow centralized storage and back-up. This provides flexible and resizable storage to meet your needs, as well as advanced data protection and quick recovery capabilities.

## **World-class datacenters**

Our entire hosted Exchange environment is located out of multiple, world-class datacenters in Silicon Valley and New York, including the Market Post Tower, the most important datacenter in the Western United States. One of a handful of 'Tier 4' datacenters in the US, it offers a level of robustness and availability that is far superior to the lower-specification datacenters of our competitors. Our datacenters offer a state-of-the-art environment, with raised floors, climate control, fire-suppression systems, and Uninterruptible Power Supply (UPS) systems, and guarantees 99.999% infrastructure availability.

## **Industry-leading security**

Both our Exchange and SAN networks are protected by the latest firewall technology, which prevents unwarranted intrusion and ensures that only authorized requests are processed. In addition, the ports required for providing access to the services and managing servers are the only ports open on the firewalls. All incoming mail traffic is checked by industry-leading Anti-spam and Anti-virus applications which use perimeter scanning technologies that stop spam and viruses before they ever reach the Exchange environment.

# COMPLETE FLEXIBILITY

## **Wireless messaging**

Adding wireless messaging to your hosted Exchange plan removes the cost and IT management challenges of wireless email servers and gives your team real-time access to email, documents, calendar and tasks from a range of mobile devices, including BlackBerry, Good Mobile Messaging and Microsoft ActiveSync.

## **SharePoint hosting**

Microsoft SharePoint lets your staff collaborate via the Web by creating an online space where your employees can log in and share information from any place, at any time. We offer a range of disk space options in addition to your Exchange server storage, with unlimited users for SharePoint.

## **Archiving**

We offer two approaches to archiving your messages so you can manage risk and meet legislative requirements for retaining electronic records:

- **MessageMirror**, which creates a copy of every message in a separate archive folder. Using MessageMirror, you can choose which mailboxes to archive and whether to archive all messages or only a portion, such as External messages.
- **Compliant archiving**, provided through partnerships with three of the leading specialists in message archiving and compliance, SECCAS, Global Relay and Assette, which ensures messages are transmitted, remotely stored and backed up with the highest levels of security.

In short, we provide you with the most secure, flexible and robust Exchange environment available – and we manage it all for you, top to bottom, 24x7x365.