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Hosted Exchange Services

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.

Basically, Exchange is a computer server that stores your company's email, calendars, address books and files centrally, so they are available 24x7 and can be shared among your team, if you wish. It is the messaging system of choice for most Fortune 500 corporations.

ADVANCED FEATURES

People running Exchange as their email server typically use Microsoft Outlook 2003 as their email 'client'. Among many advanced features, this lets them:

- Securely access email remotely – via the Web or a mobile device like a BlackBerry or Treo
- View colleagues' up-to-date calendars and schedule meetings
- Assign and manage company tasks on central 'to do' lists
- Manage contact information of employees and customers and access it anytime
- Share documents across the team so everyone's working from the most current version

Exchange is a quantum leap from basic POP3 or IMAP4 email and makes your team much more productive through constant access to email, calendars and contacts, as well as important files and information.

Basic POP and IMAP e-mail systems, which are currently used for accessing email, are more suited to home and personal user, rather than business, and were never designed to include the broader, richer collaborative tools that Exchange has made possible.

Now that hosted Exchange is available for no upfront cost, with low monthly fees, smaller and mid-sized companies are increasingly realizing the instant competitive advantage that Exchange can give them.



..... think IT, think Gryphon IT ...

WHAT IS HOSTED EXCHANGE?

Email, collaboration and scheduling tools have become critical factors to the success of any business. Unfortunately, small and mid-size businesses (SMBs) often lack a large IT budget or in-house team to implement and maintain the sophisticated messaging software they need. Yet SMBs need this critical toolset in order to succeed in the marketplace.

WE HAVE A BETTER SOLUTION

Microsoft Exchange Server is used by the majority of large corporations for their email, calendars, contacts and files. The Exchange server powers the full collaboration functions of Microsoft Outlook, such as group calendars, contacts and file-sharing. We provide the latest version of this as a hosted service.

SMBs can subscribe to this on-demand service for a low monthly fee – instead of paying thousands of pounds upfront for expensive servers and software licenses, hiring specialist IT staff to install and maintain the system and being responsible for a 24x7 infrastructure. We let you focus on your core business.

Hosted Microsoft Exchange means that we provide all hardware and software, then run and maintain it for you in a tier-1 datacenter. You pay a low monthly fee, and can access your email using Outlook® or Entourage® on your desktop, Outlook Web Access (OWA) in any Web browser, or wirelessly from a device like the BlackBerry or Treo.



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WHAT IS INCLUDED WITH HOSTED EXCHANGE?

	Hosted Exchange from Gryphon IT Solutions Ltd	In-house Exchange and IT staff
Software licenses	✓	✗
Enterprise-grade hardware	✓	✗
24x7 support	✓	Unlikely
Uptime guarantee	✓	✗
Tier-1 data center with redundant power, cooling and network connections	✓	✗
Regular backup	✓	Possibly
Anti-virus, anti-spam	✓	Possibly
Wireless options	✓	Separate licenses and servers needed

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WHY HOST MICROSOFT EXCHANGE WITH US?

When looking to implement or outsource Microsoft Exchange, there are several key factors to consider. Is the service reliable? Are there engineers on standby 24x7 in case a server goes down? And does the service offer the full benefits of Exchange?

RELIABILITY AND UPTIME

Our service operates out of a tier-one datacenter, with state-of-the-art cooling, power supply, backup generator and fire suppressants. For you this means that your email is constantly running. Your Exchange service will run on clustered servers and an EMC storage area network – so if one server or disk drive stops working, your email keeps working.

As well as offering the highest-quality IT infrastructure, we do nightly backups to protect your data. For your peace of mind, we offer a 99.9% service-level agreement (SLA) which allows for just a few minutes of email downtime each month.

24/7 MONITORING AND MANAGEMENT

To further ensure reliability, we employ a team of Microsoft Exchange engineers and administrators 24/7. So if a server problem occurs at 3am on a Sunday morning, we will be there to solve it – in a matter of minutes. This same team installs Microsoft software patches immediately, as well as anti-virus and anti-spam updates, for full protection.

ADD-ON FEATURES

We offer a complete range of add-on features. For instance, hosted BlackBerry and GoodLink (for Treos and other devices), so you can instantly activate email service for your handheld. Rather than spending thousands of dollars on your own server, you can use our managed service for just a few dollars a month.

You can also add archiving – from simple message journaling, to keep an exact copy of all your message, to compliant archiving, which fulfils regulatory requirements from the SEC, NASD, HIPAA and so on.

PC OR MAC

Many Exchange hosting companies do not offer both Outlook 2003 (for PC) and Entourage 2004 (for Mac) support. We offer a free download of both, so your staff can use either PCs and Macs, or both.

*(New! Choose between English, Spanish, French, German, Italian, Russian Outlook 2003)

Our Microsoft Exchange hosting service is fully-managed, with constant uptime and instant add-ons like BlackBerry or archiving. All this, plus a significantly lower total cost of ownership than managing an Exchange server in-house.

HOSTED EXCHANGE ADD-ON SERVICES

One huge benefit of hosted Exchange is the range of simple and cost-effective add-on services. Where companies with in-house Exchange face huge IT management difficulties, hosted Exchange makes these headaches disappear.

BLACKBERRY

Running a BlackBerry Enterprise Server is difficult and expensive – so leave it to the experts. Our hosted Exchange includes an instant BlackBerry option, where you pay a low monthly fee and we handle everything, so it just works. You get BlackBerry service fully integrated with your company's Exchange email, with zero management or upfront costs required.

GOODLINK

GoodLink is a great alternative to BlackBerry. With a wide choice of devices, including the popular Treo, it gives your staff real-time synchronized access to their email, calendars, contacts and information. With no management required, unleash your company's productivity for just a few dollars per month.

ANTI-SPAM

As well as the full anti-virus included with hosted Exchange, our optional anti-spam feature will shield your employees from almost all spam email – and make them more productive. Monitored and updated 24x7, it is an enormous advantage over running an in-house Exchange server.

ARCHIVING

We offer the ability to 'turn on' archiving instantly. You can choose either basic archiving, which simply keeps a mirrored copy of your data, or advanced archiving, which keeps an offsite copy of all data and ensures the archive is compliant with major financial, healthcare and other regulations.

FAX VIA EMAIL

Get a local fax number and receive all your faxes as PDF email attachments. When you add Fax via Email to your account, your faxes will go wherever you do, and they will be in a digital format you can read, print or forward from any computer

DISK SPACE

With our fully-managed hosted Exchange service, there is no need for complex hardware upgrades and downtime. As your company



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SPAMSTOPPER

SpamStopper gives customers the ultimate in anti-spam protection. Fully-managed and maintained by us, it keeps your email protected with minimal time investment from you:

Content filtering. Protects on the server side against bad headers and suspect attachments.

Company-wide white and black lists. Define in detail which senders should always or never be allowed to email you, both at the mailbox level and across your account at the administrator level.

Outlook integration. End users can control their personal white and black lists directly from Outlook.

Flexibility. Administrators can manage all spam settings and users get mailbox-level white/black list control.

User-defined sensitivity. Customers can refine spam sensitivity levels according to their company's email usage.

SHARE POINT

Instant corporate intranet, with file and document sharing, plus anytime access for employees via the Web.

Hosted Exchange gives your business cost-effective, enterprise-grade email on demand – plus add-on services previously available only to large corporations.

HOSTED EXCHANGE – CAN YOU AFFORD NOT TO?

- More than a quarter of SMBs believe that sales would be impacted after only 1 hour without email.
- A third of major in-house email outages leave staff without email for more than 24 hours.
- 35 per cent of email outages come as a result of server failure.

Email is now an essential business tool, so downtime is a serious problem. This is why companies are increasingly turning to 'hosted' Microsoft Exchange. Here are four compelling reasons:

TOTAL COST OF OWNERSHIP

As well as vastly superior uptime, quick implementation and easy maintenance, hosted Exchange also offers smaller companies a much lower total cost. Consider the following comparison:

Total cost of solution over 2 years for 25 users	In-house Exchange solution	Hosted Exchange from Us
HARDWARE/SOFTWARE		
Front-end Server	£1,500	Included
Exchange Server hardware	£1,500	Included
Backup domain controller	£1,500	Included
Exchange 2003 Server license	£400	Included
Windows 2003 Server license	£600	Included
Bandwidth	£300	Included
LICENSING		
Exchange 2003 user licenses	£1000	Included
Windows 2003 user licenses	£400	Included
Anti-virus	£350	Included
BACKUP HARDWARE/SOFTWARE		
Backup server	£1500	Included
Backup software	£600	Included
PERSONNEL		
Administrators/Technical support (£25,000/year salary)	£25,000	Included
TOTAL COST OVER 2 YEARS:		
	Total cost:	25 users @ [£7 /user/month
	£34,650	£4200

Hosted Exchange saves **£30450** over 2 years, with **better reliability** and **immediate implementation**.



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ENTERPRISE-CLASS TECHNOLOGY AND UPTIME

Very few companies have in-house the qualified staff or enterprise-grade Exchange infrastructure to prevent downtime. In fact, around 70 per cent of businesses suffer downtime of some kind each year, which conservatively costs an average of £20,000 per hour, according to Gartner Research.

With redundant power supplies, cooling and Internet connectivity, plus clustered servers and a SAN for storage, datacenters providing hosted Exchange solutions guarantee an outstanding 99.9 per cent email uptime.

Hosted Exchange technicians are also focused on keeping specific servers running 24x7, rather than working on a range of IT hardware and software. As a result, they can guarantee the reliability your company deserves.

EASY AND COST-EFFECTIVE MOBILE EMAIL

Running separate email and wireless email servers can be an expensive nightmare, as they are often in different locations and require skilled teams to keep them online.

Our hosted Exchange datacenter also runs BlackBerry and GoodLink servers, so getting hosted Exchange email on a BlackBerry or Treo is simple. Just 'switch on' the service and it works. There's no tricky configuration, no expensive hardware or software to buy (like BlackBerry Enterprise Server), and no maintenance needed.

CONTINUOUS PROTECTION

15,000 new viruses and security threats were discovered last year alone. Even so, with overstretched staff and resources, in-house IT teams with even the best intentions often fall behind on back-ups or updating anti-spam and anti-virus software.

With hosted Exchange, this is never a problem. Back-ups are performed on a regular and scheduled basis, with the latest anti-spam and anti-virus updates constantly applied across all servers. Given today's huge array of IT security threats, you can outsource Exchange just to have confidence that you are shielded from the crippling loss of your entire email system.

Is email hosting really your core business? Hosted Microsoft Exchange from us will give you affordable business email, with instant BlackBerry and Treo access, total protection against security threats, and guaranteed 99.9% uptime.

OUR HOSTED EXCHANGE DATACENTER

When you host your business-critical email system with Ambient Information Technologies, your email and data will be hosted in one of the world's premiere datacenters. It includes all the latest technology in server, data connectivity, power, cooling, security and infrastructure.

ENVIRONMENT

The datacenter is equipped with the latest environmental control units that give a 100% SLA-guaranteed temperature and humidity within a certain range. It also uses the most advanced fire-suppression systems available. The datacenter has an 18-inch raised floor and is zone 4 certified for earthquakes.

CONNECTIVITY

A carrier-neutral facility with two diverse network entry points and gives you a direct Internet backbone connection. Failover arrangements ensure that data connectivity never goes down. With our hosted Exchange, you always have reliable access to your server, both from your desktop or via Outlook Web Access wherever you travel.

SECURITY

As a world-class datacenter, our premises are closely monitored and guarded, 24x7x365. Sophisticated pan/tilt CCTV cameras cover every part of the datacenter and access to our servers is restricted to a limited number of authorized engineers.

Security is strictly enforced using the very latest technology, including man-trap technology between lobby and datacenter, motion sensors and controlled ID key-cards, as well as security guards stationed at every entrance to the site.



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OUR HOSTED EXCHANGE ENVIRONMENT

Our Exchange environment is built for constant uptime and the highest reliability. Using the latest Microsoft best practices for running Exchange, the system includes complete redundancy – with no single points of failure – across our network, servers and data connectivity. In fact, our hosted Exchange is far more robust than the email servers at many major corporations.

SERVERS & STORAGE

Our Exchange servers are based on a passive-active cluster server configuration to provide seamless failover when a cluster node is unavailable or is taken offline for maintenance. Redundant and load-balanced Exchange front-end servers also increase reliability. Your data resides on a storage area network (SAN) by EMC, the premiere storage brand. With total redundancy – clusters of disks in a RAID array – if one should fail, the system continues working. Intra-SAN and tape back-ups ensure there is no single point of failure anywhere in the storage system.

NETWORK

Our highly-resilient network has two diverse network entry points which manage traffic flow to the Internet, with another dedicated high-speed link to a separate California location. That second location itself has a failover link to a third location nearby for ultimate uptime in connectivity.

Traffic inside the Exchange environment is managed by Cisco routers and switches, with HP rack distribution switches. An advanced Netscreen firewall protects the Gryphon IT Solutions Exchange infrastructure, with all ports closed except for essential ones and 100% of incoming traffic monitored by anti-spam and anti-virus applications.
24x7 MONITORING

Exchange servers are monitored 24x7 using a comprehensive and state-of-the-art MOM management system. This allows immediate detection of both potential and actual issues, which are tackled by our multiple technicians – on standby, day and night. MOM looks at a full range of metrics, including CPU, memory and disk space utilization, the size of the mail queues, the status of Outlook Web Access (OWA), different Exchange-related ports and RPC latency.

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