

# Microsoft Exchange Online

## Exchange Online

**Messaging is now a mission-critical** application for business—but delivering a feature-rich messaging service is challenging. Regulatory requirements are becoming increasingly complex. Merger and divestiture activities require rapid adjustment of service capacity. Good technical expertise is in high demand. And the “buy versus build” economics are changing.

A compelling solution to this challenge is Microsoft® Exchange Online,<sup>1</sup> a Microsoft-hosted enterprise messaging service based on Microsoft Exchange Server 2007. Exchange Online helps deliver the messaging protection your company demands and the anywhere<sup>2</sup> access employees want. Exchange Online leverages our knowledge of Microsoft products, best practices developed with customers and partners, and experience operating Microsoft internal corporate messaging to deliver a world-class, mission-critical service. Microsoft handles setup, provisioning, ongoing maintenance and upgrades of your Exchange Server infrastructure, reducing your team’s IT workload and freeing IT resources to focus on core strategic initiatives that move your business forward.

## How It Works

Exchange Online leverages geographically dispersed data centers. Each data center houses a reliable redundant infrastructure needed to support the service. Exchange Online helps simplify IT management by removing customers’ need to deploy, configure, monitor and update/upgrade an e-mail solution on premises. For customers with on-premises Active Directory®, the Directory Synchronization tool helps keep your on-premises and online Active Directories in sync. This enables IT departments to support a mix of users from both the on-premises e-mail server and those using the online service. Microsoft provides migration tools that help move your company mailbox data into the Microsoft Online environment, which means your enterprise can be up and running with Exchange Online quickly.

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

- 25-gigabyte (GB) mailbox allocated for each user
- Shared calendar, contacts, and tasks
- Microsoft Office Outlook® 2007 and Outlook 2003 connectivity, including Outlook Anywhere
- POP client connectivity
- Browser-based Outlook Web Access
- Cost-saving "deskless worker" licensing for employees who use a company PC on a limited basis
- Virus/spam filtering via Microsoft Forefront™ Online Security for Exchange
- Push e-mail, calendar, contacts, GAL integration, and tasks for Exchange ActiveSync® enabled devices, including Windows Mobile® 6.0 and above, iPhone 2.0, and many Nokia phones
- Multiple support options for BlackBerry users
- Built-in business continuity and disaster recovery capabilities
- 99.9% scheduled uptime with financially backed service level agreements
- HTTPS connections to help keep Internet access more secure
- 24/7 Web form and phone-based Tier-2 support for IT administrators
- Sign In application for single sign-on capability
- Directory Synchronization tool to synchronize on-premise and Microsoft Online Active Directory directory service
- Email coexistence enables customers to maintain both on-premises Exchange Server mailboxes and Exchange Online mailboxes in an integrated email environment.
- Migration tools to help move your current mailbox data into the online environment
- Available in 20 countries

<sup>1</sup> This document describes the Microsoft Exchange Online Standard offering only.

<sup>2</sup> Wherever an Internet connection is available.



Microsoft®  
Online Services

Standard Parameters	25 GB of mailbox storage allocated for each user
	E-mail, shared calendar and contacts
	Use of HTTPS helps keep Internet access secure
	Virus/spam filtering via Microsoft Forefront Online Security for Exchange
	Single sign-on capability via Sign In application
	24/7 Web form and phone-based Tier 2 support for IT administrators
	User subscription fee
Deskless Worker License	Low cost offering to users who do not currently have messaging capabilities
	Outlook Web Access Light , 500 MB mailbox, Global Address List (GAL) access, Contacts
Client Support	Microsoft Office Outlook 2007 and Outlook 2003 via Outlook Anywhere
	Outlook Web Access with Internet Explorer® 6.0 or later or Firefox 3.0 or later
	Support for POP client connectivity
Mobility	Push e-mail, calendar, contacts, tasks and calendar with GAL integration, remote password reset and device wipe. Compatible with devices that use Exchange ActiveSync®, including Microsoft Windows Mobile 6.0 and above; iPhone 2.0, and many Nokia phones.
	Support for BlackBerry devices that use Microsoft's Hosted BlackBerry service, BIS, or NotifySync.
Data Protection Service	Daily backup
	Deleted item retention and deleted mailbox recovery
	Business continuity and disaster recovery
Security	Regular security assessments
	Continuous intrusion monitoring and detection
Service Level Agreements	99.9% scheduled uptime with financially backed service level agreements
Migration Tools	Migrate POP/IMAP and Exchange Server mailbox data to Exchange Online
Directory Synchronization Tool	This Microsoft tool can synchronize your on-premise Active Directory with the Microsoft Online Active Directory
E-mail Coexistence	Email coexistence enables customers to maintain both on-premises Exchange Server mailboxes and Exchange Online mailboxes in an integrated email environment.
Administration Center	Centralized, Web-based access for configuration and administration of Exchange Online services, including mailboxes, user settings, distribution lists, company settings, and staff settings
	Administrators download Directory Synchronization, Migration, and Sign In tools here
Sign In Application	Provides single sign-on capability and access to all Microsoft Online Services
International Availability	Exchange Online is available in 20 countries

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