

# Microsoft® Exchange Hosting Services



## The Challenge

More and more, companies rely on email for their mission-critical communication. As the demand for and use of email increases, user expectations are also increasing. People expect rich, efficient, and secure access to email, calendars, attachments, contacts, and more – regardless of location or type of device being used. Satisfying these requirements is beyond the scope of basic email systems so companies of all sizes are evaluating Enterprise-class solutions, only to discover that the technology is complex, the cost is high and the risks are numerous. That is why more and more companies are turning to Ciracom for their messaging and collaboration needs.

## The Ciracom Solution

Our customers enjoy all the benefits and features of an enterprise-class system, without any of the risks of managing an in-house system:

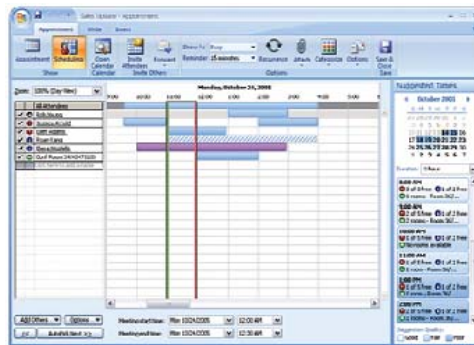
- Our experts manage the hardware, software, upgrade/patch management for Exchange and the adjacent services in a fully-redundant Tier 4 Data Center
- You control your user mailboxes, permissions, storage allocations and service selections

Your email will be fast, reliable and secure, allowing you to focus on your core business, instead of the email infrastructure needed to support it.

## Enhanced Services for an End-to-End Custom Solution

We offer an integrated productivity tool set that extends the features of Exchange to include:

- Microsoft® Windows® SharePoint® Services to bring together people and information in a secure, collaborative environment
- Archiving for regulatory compliance and corporate data retention
- Content Filtering to keep unwanted content out of your organization
- Instant Messaging for secure, private, real-time communication
- Electronic Fax Integration with many supported options
- Encrypted Email and Digital Signatures for an extra layer of email and privacy security
- Enforced TLS Service allows you to require encryption to predetermined domains
- A complete line of On Demand eSecurity Services including Intrusion Defense, Network Defense, Vulnerability Defense, Email Defense and System Defense



## Email Migration – No Problem!

For 10 years Ciracom's Professional Services team has successfully migrated and implemented users from legacy email platforms such as Exchange 5.5/2000/2003, Lotus Notes® and Novell GroupWise® to Ciracom hosted messaging services. Our team also has extensive experience moving customers from other hosted providers and from POP email systems to our service.

- Full-featured Business Messaging and Collaboration
- Proven Technology
- Unmatched Availability and Security
- On Demand Scalability
- No Maintenance Headaches
- Predictable Monthly Cost
- 24x7x365 High Touch Support
- Proven 99.9+% SLAs

For More  
Information  
Please Call  
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or visit us at  
**www.ciracom.com**

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## Feature Highlights

### Shared Company Calendar, Free/Busy Information, Scheduling Features & Task Management

Manage your schedule and use calendar sharing to check a co-worker's availability (free/busy information) for scheduling meetings and events. Exchange 2007 has improvements to calendaring and the "Out of the Office" assistant functionality.

### Tiers of Service and Flexible Storage

Our tiered service and flexible storage models give you feature and budget flexibility by allowing you to subscribe to the right services for each person in your organization. Storage for email and public folders is a combined allocation that you may distribute across your users based on your business needs.

### Public Folders

Public Folders provide a common storage area with permission based access allowing you to make your key business data available to users through Outlook or Outlook Web Access.

### Wireless Mobile Access

Access your email, calendar, notes, company address book and SharePoint files from your wireless hand-held device. Our service supports BlackBerry™ Good™ and Windows Mobile® so users can use their favorite device.

### Powerful Web Access

Outlook Web Access (OWA) 2007 provides a rich, Outlook 2007-like experience in a browser. Read email, check your calendar and review tasks from anywhere where there is an Internet connection available.

### Multilayer Anti-Virus, Anti-Spam

Ciracom uses state-of-the-art gateway servers that prevent email-based viruses and productivity-draining spam from ever entering your network. We integrate multiple points of protection to ensure your email is safe and secure.

### Easy Administration

Our web-based administration tool gives you control of your users, storage and service selection. Also with 2007, Outlook AutoDiscovery provides automatic client configuration to simplify Outlook mailbox setup.

## A Simple Comparison - Why Hosting Makes Sense?

Implementation Requirements	CIRACOM Hosting Service	In-house Solution
64-bit Hardware	✓	Large Initial Capital Outlay
Software Licensing	✓	Large Initial Capital Outlay
Ongoing H/W and S/W upgrades	✓	Unpredictable Annual Expenses
Expert Workforce for day-to-day management	✓	Ongoing recruitment, training and retention costs
Tier 4 Data Center	✓	Cost Prohibitive for all but the largest enterprises
On-going Maintenance	✓	Diverts resources from strategic projects
AntiVirus/AntiSpam	✓	Adds cost and complexity to system
Data Backups	✓	Often deferred due to other priorities, introducing risk; requires off-site storage
On Demand Scalability	✓	Major effort with hard to predict cost
Mobility Services	✓	Major implementation, not cost effective for a handful of users
Compliance Tools and Security Services	✓	Complex technology; requires multiple vendors for best results
SAS 70 Type II	✓	Must budget annually and divert resources to support the audit
24x7x365 Support by Exchange Engineers	✓	General pager-only support after hours

## About Ciracom

Ciracom is a women-owned 8(a) and small disadvantaged business that provides complete and customized IT solutions. Our clients include the federal government, for-profit and not-for-profit corporations that benefit from the highest level of professional services in the areas of security, network engineering and project management and managed services through our trusted partners. Founded in 1999, Ciracom's mission is to deliver consistent, high-level service and the most effective technology solutions in an environment that promotes integrity, honesty and trust.

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