

TPP Internet - WHITE PAPER

TPP Hosted Exchange 2007

Connects Your Business

The purpose of this paper is to discuss and evaluate the use of a hosted email solution for small to medium businesses. More specifically, small and medium companies who face the unique challenges of a highly distributed workforce of employees who are often out of the office, meeting with clients or project oriented workgroups.

We look at the business benefits of Exchange 2007 that were previously just enjoyed by the big end of town, but today are available to smaller organisations - without the need to invest in hardware and maintenance.

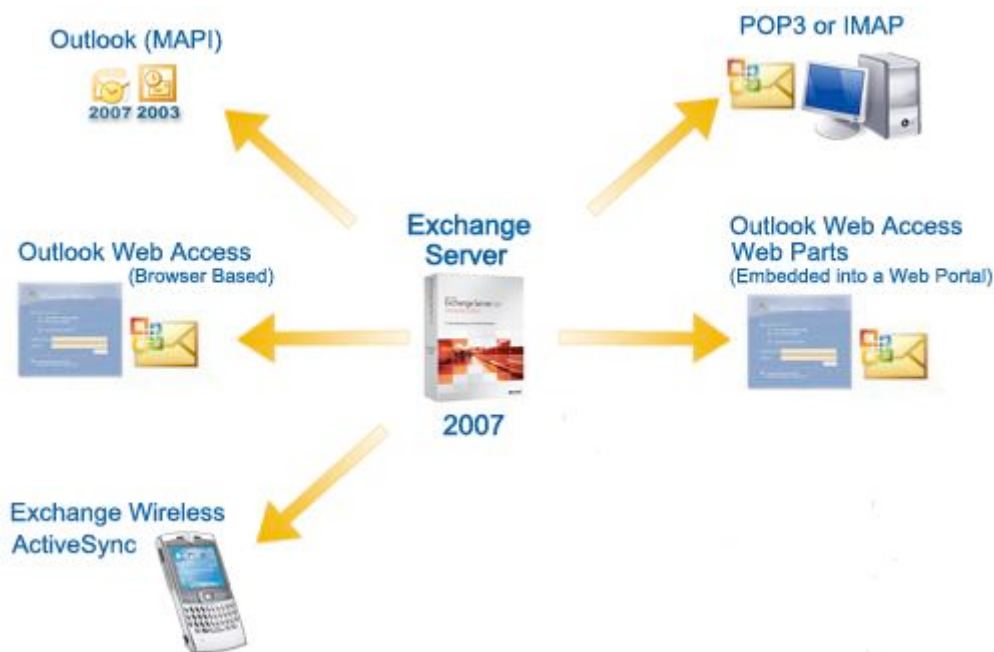
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What is Hosted Exchange?

Hosted Exchange is an email solution designed to help small to medium companies:

- Access and share information, even when out of the office
- Get more out of an email system so that employees can get more done
- Gain the peace of mind that comes from a professionally managed service



With TPP Hosted Exchange 2007, businesses and their employees can do more than send and receive email - they can share calendars, folders and contacts. A connection to Hosted Exchange 2007 via a desktop PC, web browser or via a smartphone or Blackberry mobile enables business people to be always connected, whether they are in the office, travelling, or working at home. And since they always connect to the same Exchange server, the inbox stays synchronised, no matter which email client they are using.

Implementing and managing Microsoft Exchange in-house has been too expensive and out of reach for most small-medium businesses in the past. TPP Hosted Exchange 2007, on the other hand, is suitable for the smallest companies with only a few employees, through to large corporations.

Hosted Exchange incorporates state-of-the-art security and privacy, high reliability and performance and outstanding administration and support

Who needs Hosted Exchange?

Every business can profit from a Hosted Exchange solution – especially those businesses that employ a highly distributed workforce of employees who are often out of the office, meeting with clients, or project oriented workgroups.

Sales Managers and Representatives

In today's highly competitive business world, shared and accessible knowledge is crucial. A sales pitch is far less likely to be decided by pricing than by a good impression. If you lack important information during your presentation, or you lose valuable time during a last minute pitch, it is less likely your company will be successful. On the other hand, if you have been able to quickly schedule a meeting, access all relevant information on the go, the more time you get to prepare your presentation – and to make a good impression.

Finance, Insurance and Real Estate

Email has become a critical business tool. The temporary or permanent loss of email can translate into lost revenue, lost customers and an inability to conduct day-to-day business. Worse, for financial services organisations that handle sensitive financial data and operate with the unique compliance challenges of a highly regulated environment, successful email archiving and

retention is not only a critical business tool, but a legal and operational requirement.

Construction and Architecture companies

Modern construction and architecture firms are faced with new challenges of working in a digital, online world. Business owners need to enable employees, contractors, partners and customers with the right productivity tools in order to be successful. And perhaps the most important tool they can provide is business-class email. A business-class email solution can enable employees to stay productively on track – at the job site, the main office, meeting with vendors or managing partners. It's one of the ways you can out-compete your competitors.

Whatever your industry, TPP Hosted Exchange 2007 makes your work flow and sales process more efficient.

Key Features

Anytime, Anywhere Access

In addition to Outlook and Entourage, Hosted Exchange enables a large number of clients for mailbox connectivity, including web browsers, Windows-mobile and Blackberry devices, providing flexibility and productivity for information workers regardless of location.

Business-Class Messaging

Coupled with Microsoft Outlook or Entourage for Mac, Hosted Exchange provides valuable messaging features that go beyond simple email that allow business users to take control of their inbox. This functionality includes:

- Contact management, event and calendar management, resource scheduling and administration, task management and shared folders

- Delegate access to allow others to check designated components like email, tasks lists and calendars
- Server and client-side rules and Spam filtering to manage the flow of incoming messages
- Multi-coloured flagging to mark messages for follow-up, prioritisation, searching and categorisation
- Recovery of sent messages
- Ability to delete and replace an unread message
- Out-of-office automatic reply

Enhanced Security

Exchange was designed for optimal security and privacy, with a variety of features at both the server and mailbox level. TPP Hosted Exchange uses Kerberos authentication, a network security protocol that provides mutual authentication for a network connection. Additional security protocol support includes Secure/Multipurpose Internet Mail Extensions (S/MIME), enabling users to digitally sign and encrypt emails and attachments or to access their mailboxes securely, without a VPN connection, when working outside company firewalls. Anti Spam features include support of real-time Safe and Block lists and both server-side and client-side message filtering in Outlook or Entourage to help reduce the amount of unsolicited junk email messages.

Public Folders

Public folders are a shared resource, available offline and online, for instantaneous storage of digital content and communications. Any user with access privileges can retrieve and contribute information from a public folder while working in Outlook or Entourage. Rather than emailing file attachments back and forth, they can be stored in a common location for sharing and discussion.

Shared Calendars

Exchange Server includes rich features for personal, group, and resource scheduling that integrates with email, contacts, and tasks. Users can share their calendar information with others and view multiple calendars simultaneously to send meeting requests for shared open times. Recipients can decline or propose a different time, or accept and have the meeting automatically entered in their calendars. Schedules for shared resources like conference rooms and projectors may also be incorporated.

Shared Contacts

Contacts in the company directory are centrally maintained for sharing throughout the organisation and can be downloaded to Outlook or Entourage and synchronised for access from a browser or PDA. Distribution lists also can be centrally shared and maintained to facilitate communication to groups such as departments or customer lists.

Shared Task Management

A task list provides the ability to create and assign tasks and can be integrated with email notification and scheduling for basic project management and personal time management. Users can track progress as a task moves from active to complete to overdue, while managing status through various criteria like the person responsible and the category.

Customised Forms

Design and publish forms for common organisational functions that require basic routing and communication, including time-sheets, expense reports and vacation requests. Custom forms will be available to all users, including remote and mobile employees.

Benefits of TPP Hosted Exchange 2007

Personal Productivity

TPP Hosted Exchange 2007 is specifically designed to help businesses organise, access and share information quickly and easily. By enabling employees to access their emails, calendars and public folders from anywhere, anytime, valuable time can be saved. Timing can be crucial when sales representatives visit clients and need to access important data on the go. With Hosted Exchange, documents relevant for a pitch can be stored in a public folder and are, therefore, accessible for the whole team – no matter where they are.

Team Productivity

Hosted Exchange helps eliminate the need to use shared network drives by providing a central location for teams to store documents and a better way to schedule meetings. Information workers spend an average of 5.6 hours a week in meetings, and 69 per cent of workers think these meetings are not productive.¹ Hosted Exchange can help team members schedule, get better prepared for and shorten their meetings, as well as share documents and notes more effectively.

With TPP Hosted Exchange, team members:

- Always know where to find information and therefore share knowledge
- Can access information from any computer
- Collaborate on documents efficiently
- Can easily control access
- View time availability of team members
- Manage and track the status of tasks
- Schedule team meetings
- Accept or reject meetings from the inbox

¹ Microsoft Office Personal Productivity Challenge, Microsoft Corporation, March 2005

Business Area	Improvement through Hosted Exchange
Logistics	<ul style="list-style-type: none">• Better communications between buyers and operations• Greater knowledge sharing for inventory information
Operations	<ul style="list-style-type: none">• Better document collaboration• Improved connectivity to key resources• More effective meetings
Sales and Marketing	<ul style="list-style-type: none">• Higher productivity while out of the office• More valuable customer feedback
Service	<ul style="list-style-type: none">• Tighter focus on priority tasks• Less time spent searching for information
Support	<ul style="list-style-type: none">• Improved knowledge sharing• Improved document collaboration

Hosted Exchange Benefits at a glance

- ❖ You can synchronise your calendar and email at wireless hot spots like the airport, certain coffee shops, and even certain fast-food restaurants.
- ❖ You can schedule meetings, assign tasks, maintain your schedule, and manage your time more efficiently.
- ❖ You can synchronize smartphone or Blackberry with the latest email messages and calendar items wherever you are.
- ❖ You can have a reliable full mobile data backup service and storage location for emergencies.

Conclusion

TPP Hosted Exchange 2007 is an invaluable email tool for small and medium businesses. It provides employees with a premium email service that makes global collaboration a reality – without the need to invest in hardware and maintenance.

To find out how TPP Internet can assist you in implementing a Hosted Exchange email solution, please call us on 1300 665 491 or visit our dedicated website www.microsofTEXchange.com.au.