



## Connected Office **VIRTUAL EXCHANGE**

### **All the POWER...**

Over the years, the increasing use of the internet has provided businesses a seemingly limitless means to access, communicate and collaborate corporate and client data. This has now resulted in most organizations today being increasingly more reliant on technology to communicate both internally and externally. Small and medium-sized businesses (SMBs) are demanding unified communications - connecting email, the Web and voice communications.

Microsoft® Exchange is the world's most popular business messaging platform, boosting corporate productivity through advanced communications features like always-synced email, advanced anti-spam, global address list, shared calendars, web mail, mobile access and shared public folders. Unfortunately for many SMBs, the cost of purchasing a dedicated email server, installing it, networking it and maintaining it, can be debilitating. With **Connected Office® (CO) Virtual Exchange**, we deliver all the power of the latest version of Exchange as a virtual service, available 99.9% and 24x7.

With our CO Virtual Exchange solution we provide all hardware and software necessary to meet your organization's messaging needs, then operate and maintain it for you in a Class "A" datacenter. You pay a low monthly fee, and can access your email using Outlook® or Entourage® on your desktop, Outlook Web Access in any web browser, or wirelessly from your mobile devices like the BlackBerry®, iPhone® or tablet PC. No servers for you to purchase, maintain, repair or upgrade - just the latest and greatest communication tools at your disposal - all deployed automatically.

For new organizations, for those with no existing IT support staff, or for those looking to replace a current Exchange server, the decision to move to a virtual solution should be a "no-brainer" from both an ROI and an ease of maintenance perspective. For larger organizations who may already have the staff and the server(s) in place, the move to Virtual Exchange may not intuitively jump out as a must-do, however the benefits of freeing up staff to work on projects related to your core competency, as well as a potential lower total cost of ownership, make it an attractive option.

**...none of the HASSLE!**

## Virtual Exchange Features & Benefits

- Lower and more predictable costs - lower Total Cost of Ownership (TCO).
- Advanced anti-virus and anti-spam of email messages.
- Mailbox size of 25GB (per user).
- Securely access email remotely – via the web or mobile devices & smartphones.
- 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.
- Access email, calendars, documents & contacts anytime, anywhere.
- Share documents across your team so everyone works on most current version.
- Synchronization across platforms - i.e. emails sent from your Outlook Web Access naturally appear in your regular Outlook "Sent" folder and appointments sync between all linked devices.

## Deployment Speed, Migration & Scalability

- Virtual Exchange can be quickly deployed with new users added seamlessly.
- With a virtual service, new Exchange versions are a migration, not a complex upgrade.
- Configure and implement an infrastructure to meet immediate requirements.
- Quickly and easily scale it to grow along with your business.

## Seamless Disaster Recovery & Data Security

- Prevent downtime and ensure availability for your critical business communications.
- Many industries today face increasing pressure and in some cases legislation to protect both their corporate and client data. By moving to a secure 3rd party hosted service your communications data will meet SAS 70 compliance and data privacy standards.
- Even if your physical office is powerless or damaged, employees can still communicate with each other and your customers from virtually anywhere ensuring business continuity.

## Mobility Integration

Support for smartphones (Blackberry, iPhone, Android and Microsoft devices) enables fully integrated wireless sync of your email, calendar, contacts, tasks and notes - keeping you "wired" no matter where you are. Mobility Integration gives you the ability to:

- Manage your communications and schedule without having to touch your PC.
- Utilize full Microsoft Outlook functionality right on your mobile device.
- Stay in touch without the need to boot your PC.

The Utility Company is one of the only MSPAlliance-Accredited Master MSPs (Managed Service Providers) in North America.

As a Connected Office customer this means your technology & your data are entrusted to Accredited Technology Professionals.



## Additional Features Available

- Resource mailboxes are available for meeting rooms and projectors.
- Company-wide disclaimers can be attached to all outbound email.
- Email encryption for sensitive information is available.

## Business Case for Virtual Exchange

Beyond superior uptime, quick implementation and easy maintenance, Virtual Exchange offers smaller companies a much lower total cost of ownership. At The Utility Company we maintain that our customers should first utilize their existing technology as best they can, but from a total cost of ownership (TCO) basis the move to Virtual Exchange can even make sense for companies with an internal IT department and hundreds of end-users. In terms of specifics, for a 100 employee company, moving to hosted exchange solution can easily result in **over 60% cost savings** (based on a typical three year costing) as the cost of the labour to maintain a physical solution can range from 55-70% of the total cost.

To illustrate the potential savings, the following two examples demonstrate the typical cost of deploying an on-premise Exchange 2010 server with our Virtual Exchange service. This calculation makes certain assumptions in order to achieve comparable performance - i.e. to match data replication the on-site option would require 4 fully-redundant servers, a Barracude AV/AS Firewall with 10K SCSI Fiber Channel Disk storage devices (or comparable product), the use of Blackberry Enterprise Server version 5.0, the availability or full-time IT internal resources and adequate datacenter expenditures to replicate our use of a Tier-4 datacenter infrastructure.

COSTS BASED ON 25 USERS	VIRTUAL EXCHANGE	ON-PREMISE SERVER
3-Year Total Cost of Ownership (TCO)	\$18,075	\$521,993
3-Year TCO Per User	\$723	\$20,880
Total Annual Cost Per User	\$216	\$6,192
Total Monthly Cost Per User	\$18	\$516

COSTS BASED ON 100 USERS	VIRTUAL EXCHANGE	ON-PREMISE SERVER
3-Year Total Cost of Ownership (TCO)	\$72,300	\$544,643
3-Year TCO Per User	\$723	\$5,446
Total Annual Cost Per User	\$216	\$1,548
Total Monthly Cost Per User	\$18	\$129